Fleetscape Online User Manual

Workflow

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Workflow

Workflow is an automated system which allocates tasks to users.

Fleetscape users receive Workflow tasks as new processes are created by other users. Tasks are automatically added to a user's Worklist. There is also an option to refer tasks to a group or to another workflow user.

Workflow ensures that tasks are not omitted and processes are carried out efficiently and effectively. Timeframes for tasks to be completed can be measured.

Authorising Officers are notified by email when a Workflow task has been allocated. The email notification contains a link to the vehicle request the Agency Vehicle Ordering Officer has submitted for authorisation.

This section will guide users through the following Workflow processes:

- Quote Exception – QFleet Fleet Client Services
- Online Ordering Collaboration – QFleet Fleet Client Services
- Validate Quote – QFleet Fleet Client Services
- Authorisation of Vehicle Requests – Client
- Accept Quote – QFleet Fleet Client Services
- Order Vehicle – QFleet Fleet Purchasing Officers
- Dispatch Vehicle Order – QFleet Dispatch Officer
- Vehicle File – QFleet Records Management
- Terminate Agreement – QFleet
- File RVIR – QFleet

Getting Started

If you require access to Fleetscape, please contact QFleet to obtain a Fleetscape Access Request form. Complete the form and return it to QFleet, and a Username and Password will be organised for you. . The form can also be accessed on the QFleet Website:
http://cas.qfleet.qld.gov.au/03_clientoaccess/pdf/accessform_fleetscape.pdf

Tips and Hints

The left side of the Fleetscape screen is the task manager bar. Depending on your access level the information you see may be different.

Workflow tasks are numbered and colour coded to identify how many there are and their level of urgency. The task manager bar shows the number of tasks allocated to you.

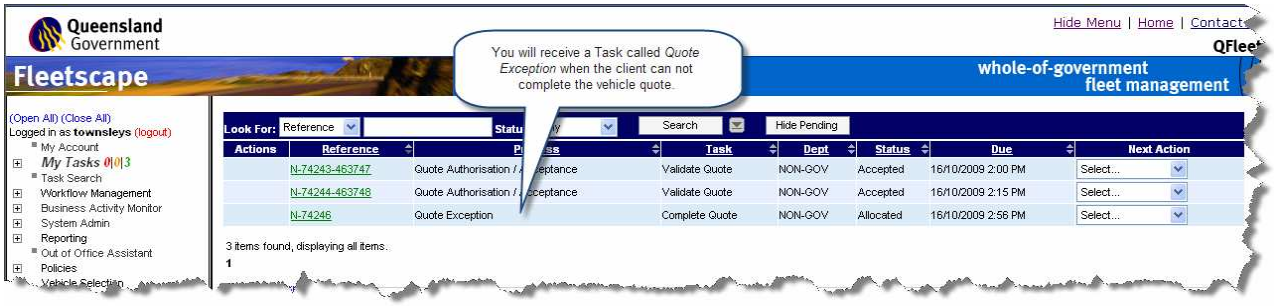
You can hide the task manager bar to make the screen less cluttered by clicking on the words *Hide Menu* at the top right hand corner of the screen. You can then switch between the two views. You can also make the task pane narrower or larger by moving the double vertical lines on the screen.

Queensland Government
Fleetscape
Hide Menu | Home | Contact us
QFleet
government fleet management
Click Hide Menu to remove the task column.
(Open All) (Close All)
Logged in as townsleys (logout)
My Account
My Tasks 0|0|2
Task Search
Workflow Management
Business Activity Monitor
System Admin
Reporting
Out of Office Assistant
Policies
Vehicle Selection
User Management
Betasphere FBT
About Fleetscape
Look For: Reference
Status: Any
Search
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:00 PM | Select...
N-74244-463748 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:15 PM | Select...
2 items found, displaying all items.
1
View Referred tasks
Referred Tasks
Drag the vertical line left or right to make the task column narrower or larger.

Quote Exception – QFleet Fleet Client Services

Quote Exception means the quote created by the Client requires a manual action by QFleet. For example the client may have entered notes or accessories items in the quote field on the quote and the client requires assistance from QFleet to complete the quote.

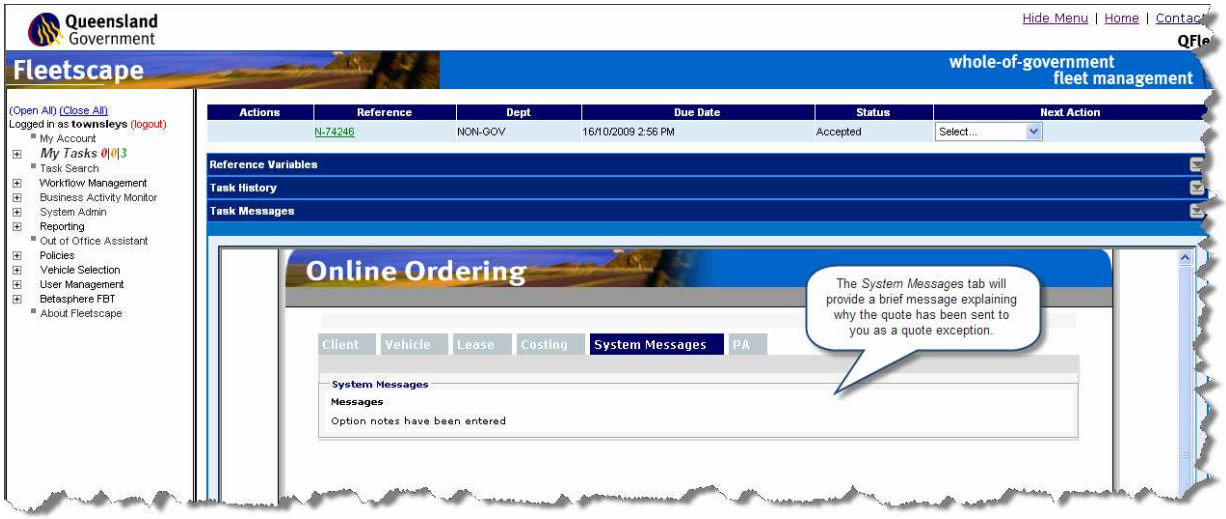
Quote Exception Workflow tasks are allocated to the appropriate Portfolio team. The task name is *Quote Exception* and the *Reference* field has a number starting with either *N or R* e.g. N7-4246 is for a new or additional vehicle, R711QGV is for a replacement vehicle.



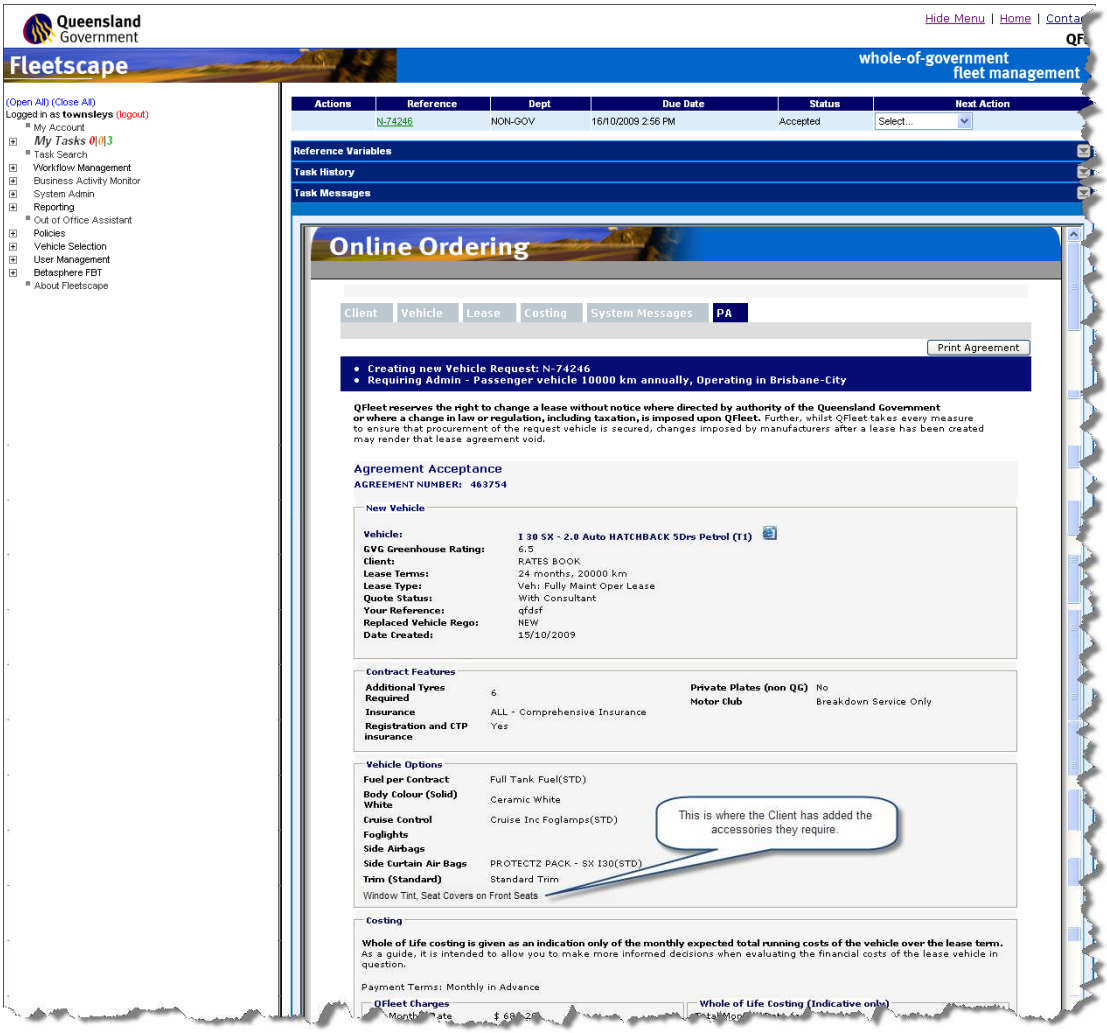
Accept the task by clicking on the down arrow in the *Next Action* column and select *Acquire.*

Open the task by clicking on the *Reference* number. Click on each of the tab headings to view the quote and identify where the client requires your assistance.

If the client has added *Notes* or if any accessories require pricing, a message will display in the *System Messages* tab.



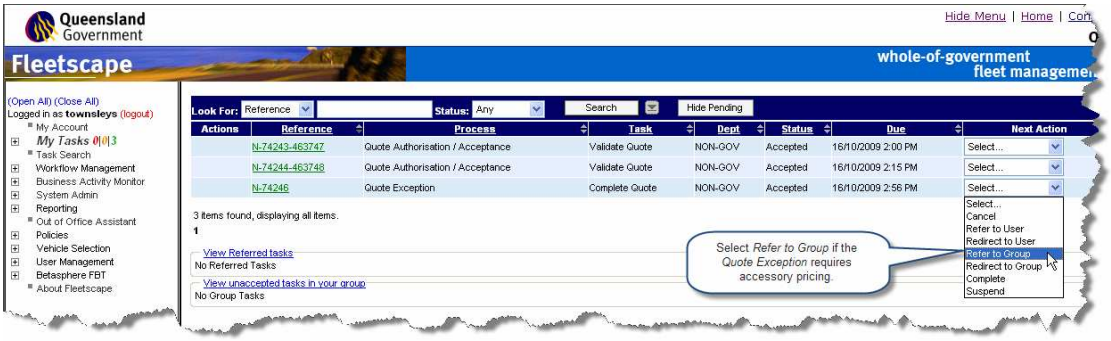
Click on the *PA* tab, to confirm the quote is compliant and valid. If any of the above details are incorrect, contact the client and provide assistance.


Queensland Government
Fleetscape
whole-of-government fleet management
Hide Menu | Home
Actions | Reference | Dept | Due Date | Status | Next Action
N-74246 | NON-GOV | 16/10/2009 2:56 PM | Accepted
Reference Variables
Task History
Task Messages
Online Ordering
Client | Vehicle | Lease | Costing | System Messages | PA
Print Agreement
Creating new Vehicle Request: N-74246
Requiring Admin - Passenger vehicle 10000 km annually, Operating in Brisbane-City
Agreement Acceptance
AGREEMENT NUMBER: 463754
New Vehicle
Contract Features
Vehicle Options
This is where the Client has added the accessories they require.
Costing
Whole of Life costing is given as an indication only of the monthly expected total running costs of the vehicle over the lease term.
Payment Terms: Monthly in Advance

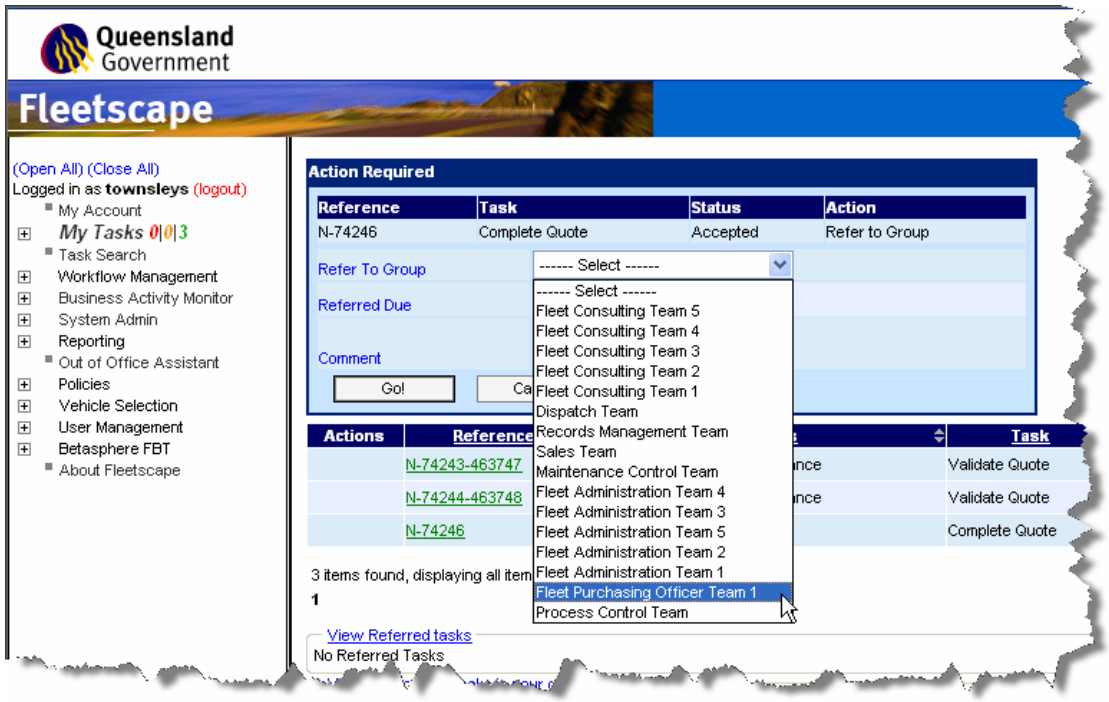
When you have reviewed the action required and undertaken the appropriate steps so the quote can be completed, proceed to the next step.

If the quote exception requires accessory pricing, refer the task to the FPO group.

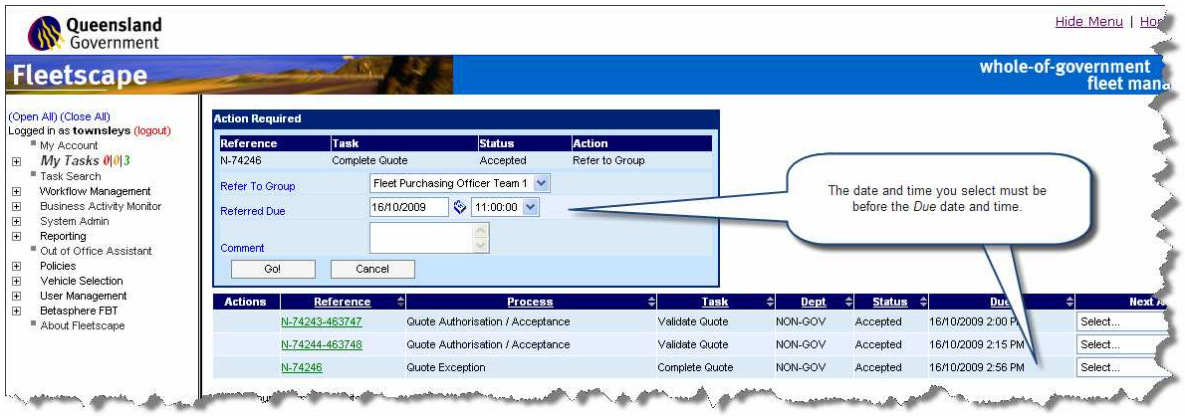
Select the *Next Action field*, click the down arrow and select *Refer to Group*:


Queensland Government
Fleetscape
whole-of-government
Hide Menu | Home
Look For: Reference
Status: Any
Search
Hide Pending
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:00 PM
N-74244-463748 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:15 PM
N-74246 | Quote Exception | Complete Quote | NON-GOV | Accepted | 16/10/2009 2:56 PM
3 items found, displaying all items.
View Referred tasks
No Referred Tasks
View unaccepted tasks in your group
No Group Tasks
Select Refer to Group if the Quote Exception requires accessory pricing.
Select...
Cancel
Refer to User
Redirect to User
Refer to Group
Redirect to Group
Complete
Suspend

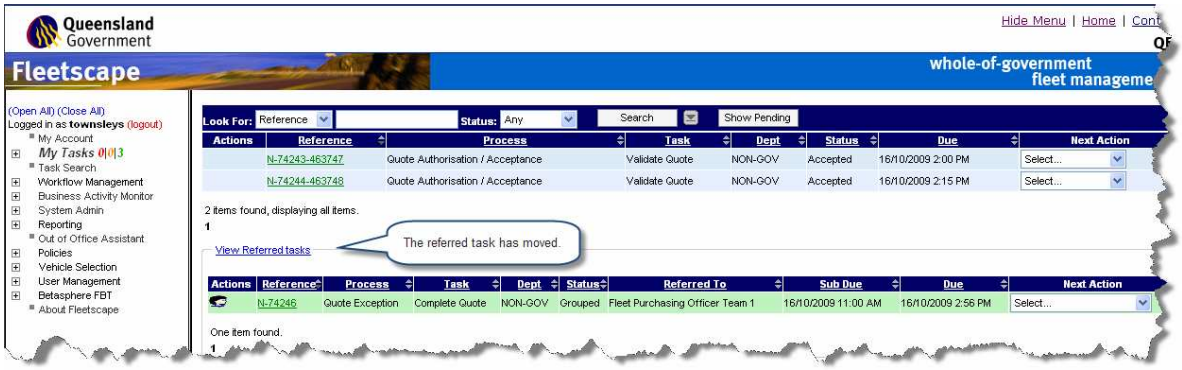
A box will display, select the *Refer to Group* by using the down arrow and choosing the appropriate group e.g. *Fleet Purchasing Officer Team 1*.



Now you have to enter a *Referred Due* date and time. This information will need to be before the *Due* date and time in the Quote Exception row. *Comments* can also be added if required. Click the *Go* button when completed.



The task has now been referred to the Fleet Purchasing Officer Team 1, and moved to the middle section of your Fleetscape screen. By referring the task to the FPO team, the task has remained with you but referred to them to obtain pricing or information.

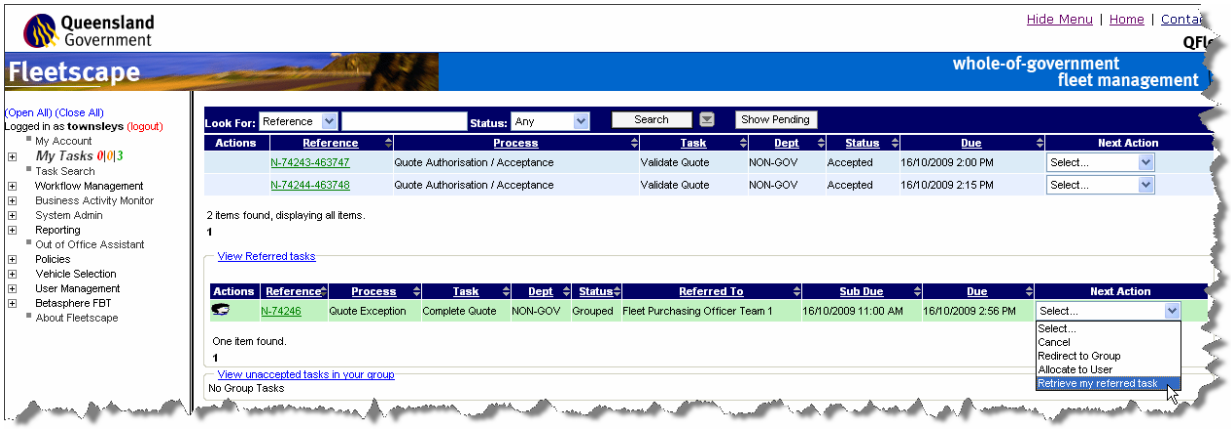


The FPO does not action the task in Fleetscape. You will need to provide the hardcopy agreement to the FPO highlighting the information you require.

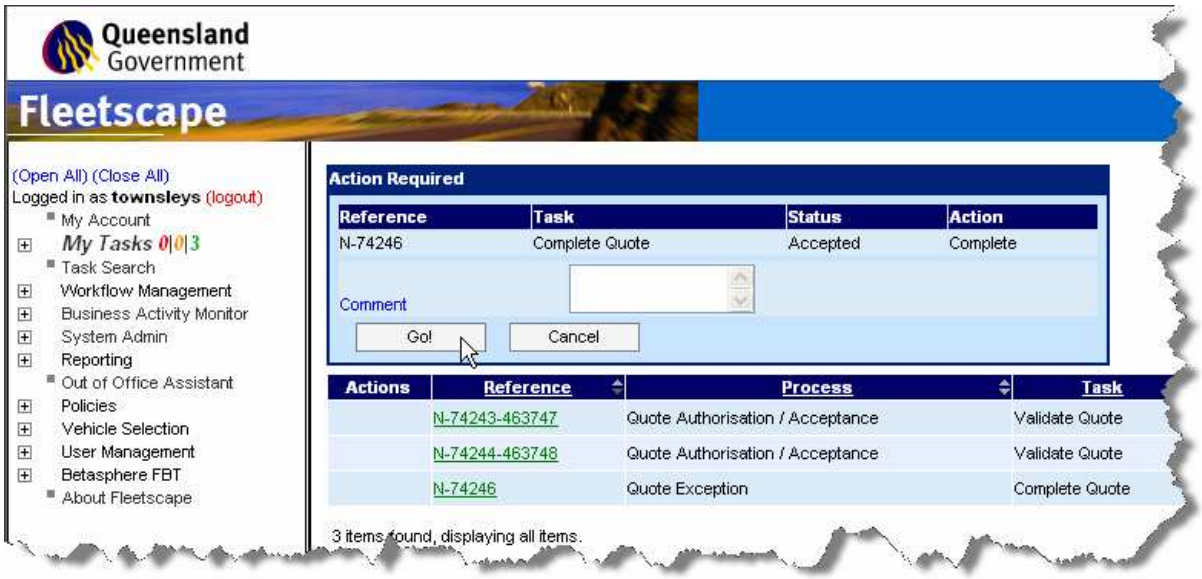
When the hardcopy agreement pricing is received from the FPO team you need to retrieve the task. Click on the drop down arrow in the Next Action field and select *Retrieve my referred task*.

The task will go back to the top of the screen. Now you need to complete the task.

Click on the drop down arrow in the *Next Action* field and select *Complete.*


Queensland Government
Fleetscape
whole-of-government fleet management
Hide Menu | Home
(Open All) (Close All)
Logged in as townsleys (logout)
My Account
My Tasks 0|0|3
Task Search
Workflow Management
Business Activity Monitor
System Admin
Reporting
Out of Office Assistant
Policies
Vehicle Selection
User Management
Betasphere FBT
About Fleetscape
Look For: Reference
Status: Any
Search
Show Pending
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:00 PM | Select...
N-74244-463748 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:15 PM | Select...
2 items found, displaying all items.
1
View Referred tasks
Actions | Reference | Process | Task | Dept | Status | Referred To | Sub Due | Due | Next Action
N-74246 | Quote Exception | Complete Quote | NON-GOV | Grouped | Fleet Purchasing Officer Team 1 | 16/10/2009 11:00 AM | 16/10/2009 2:56 PM | Select...
Select...
Cancel
Redirect to Group
Allocate to User
Retrieve my referred task
One item found.
1
View unaccepted tasks in your group
No Group Tasks

A box will display, enter any *Comments* and then click the *Go* button. **Note**: These notes will not flow on to any other Workflow task, but will be included in the email to the client generated by Fleetscape.



The workflow task has been sent back to the client. They will receive an email from Fleetscape informing their quote request is now available to complete.

Quote Request Completed - ACTION REQUIRED PROMPTLY - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

From: shannon.townsley@qfleet.qld.gov.au
Sent: Fri 16/10/2009 11:21 AM
To: TOWNSLEY Shannon
Cc:
Subject: Quote Request Completed - ACTION REQUIRED PROMPTLY

Dear Shannon,

Subject: Quote Request Completed
Department: Non Government
Quote Ref: 463754

Your request for a quote on a HYUNDAI, I 30 SX for a 24 month, 20000 km lease has now been completed. Please click here to view the quote details. Note that quotes are automatically expired after 14 days from creation, and are therefore unable to be accepted after this expiry date.

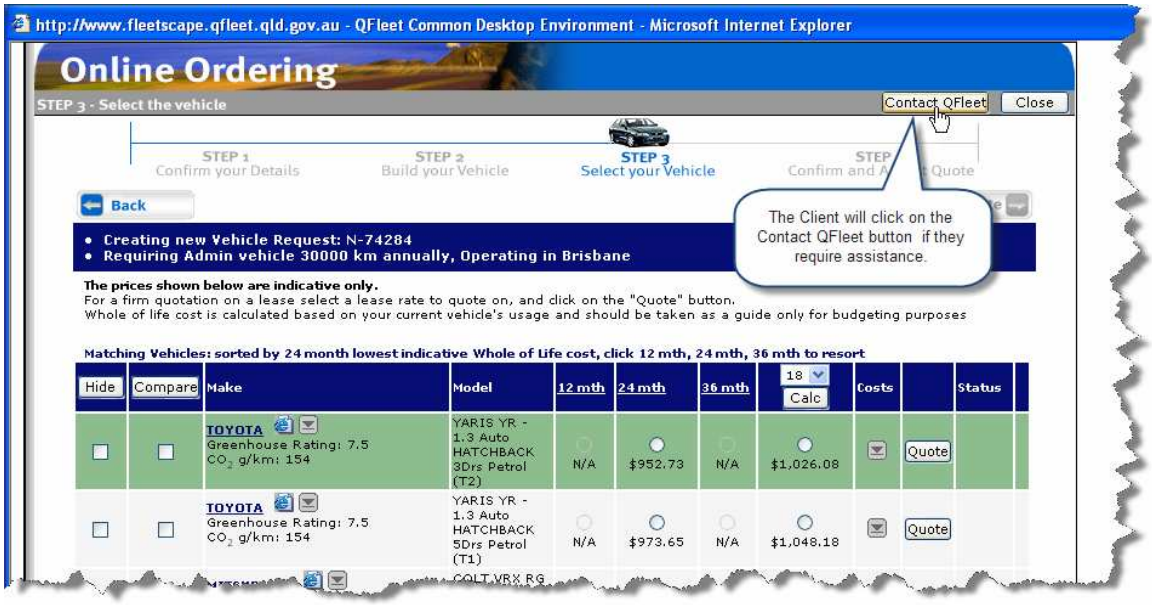
Should you have any queries, please do not hesitate to contact me.

Regards,

Fleet Consultant Details:
Shannon Townsley
Ph: 32258114
e-mail: shannon.townsley@qfleet.qld.gov.au

Online Ordering Collaboration – QFleet Fleet Client Services

The Ordering Officer (Client) is able to click on the *Contact QFleet* button at Step 3 in the Online Ordering process for assistance:


http://www.fleetscape.qfleet.qld.gov.au - QFleet Common Desktop Environment - Microsoft Internet Explorer
Online Ordering
STEP 3 - Select the vehicle
Contact QFleet
Close
STEP 1
Confirm your Details
STEP 2
Build your Vehicle
STEP 3
Select your Vehicle
Back
The Client will click on the Contact QFleet button if they require assistance.
Creating new Vehicle Request: N-74284
Requiring Admin vehicle 30000 km annually, Operating in Brisbane
The prices shown below are indicative only.
For a firm quotation on a lease select a lease rate to quote on, and click on the "Quote" button.
Whole of life cost is calculated based on your current vehicle's usage and should be taken as a guide only for budgeting purposes
Matching Vehicles: sorted by 24 month lowest indicative Whole of Life cost, click 12 mth, 24 mth, 36 mth to resort
Hide
Compare
Make
Model
12 mth
24 mth
36 mth
18
Calc
Costs
Status
TOYOTA
Greenhouse Rating: 7.5
CO2 g/km: 154
YARIS YR - 1.3 Auto HATCHBACK 3Drs Petrol (T2)
N/A
$952.73
N/A
$1,026.08
Quote
TOYOTA
Greenhouse Rating: 7.5
CO2 g/km: 154
YARIS YR - 1.3 Auto HATCHBACK 5Drs Petrol (T1)
N/A
$973.65
N/A
$1,048.18
Quote

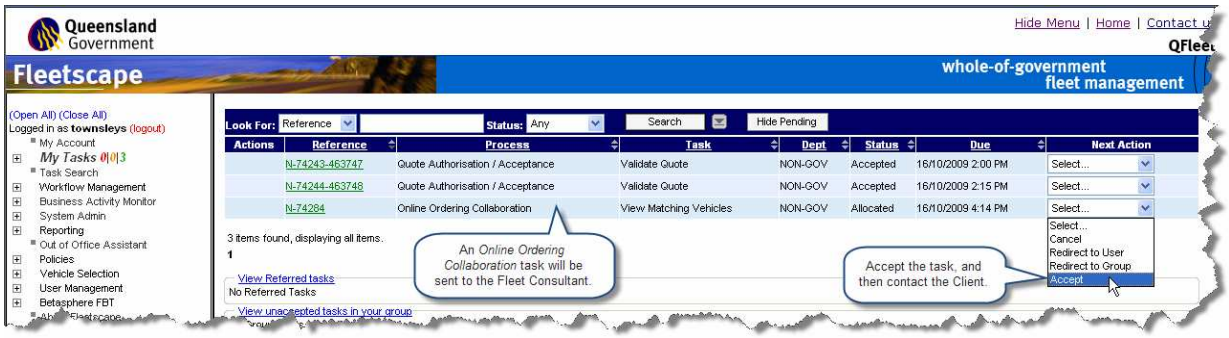
The Client will confirm their contact details, and then click on the *Send Details* button:

http://www.fleetscape.qfleet.qld.gov.au - QFleet Common Desktop Environment - Microsoft Internet Explorer
Online Ordering
Send Details
Return to List
Contact My QFleet Fleet Consultant
Your Fleet Consultant can be contacted on the following details
Name: Catherine Conaty
Position: Project Officer
Telephone: 3224 5058
Fax: 32278216
Email: catherine.conaty@qfleet.qld.gov.au
Alternatively, if you would like a fleet consultant to contact you to provide some assistance, please complete your details below
Contact Name: Shannon Townsley
Position: Fleet Consultant
Telephone: 32258114
Email: shannon.townsley@qfleet.qld.gov.a
Preferred Communication: Phone
Preferred Contact Hours: Immediately

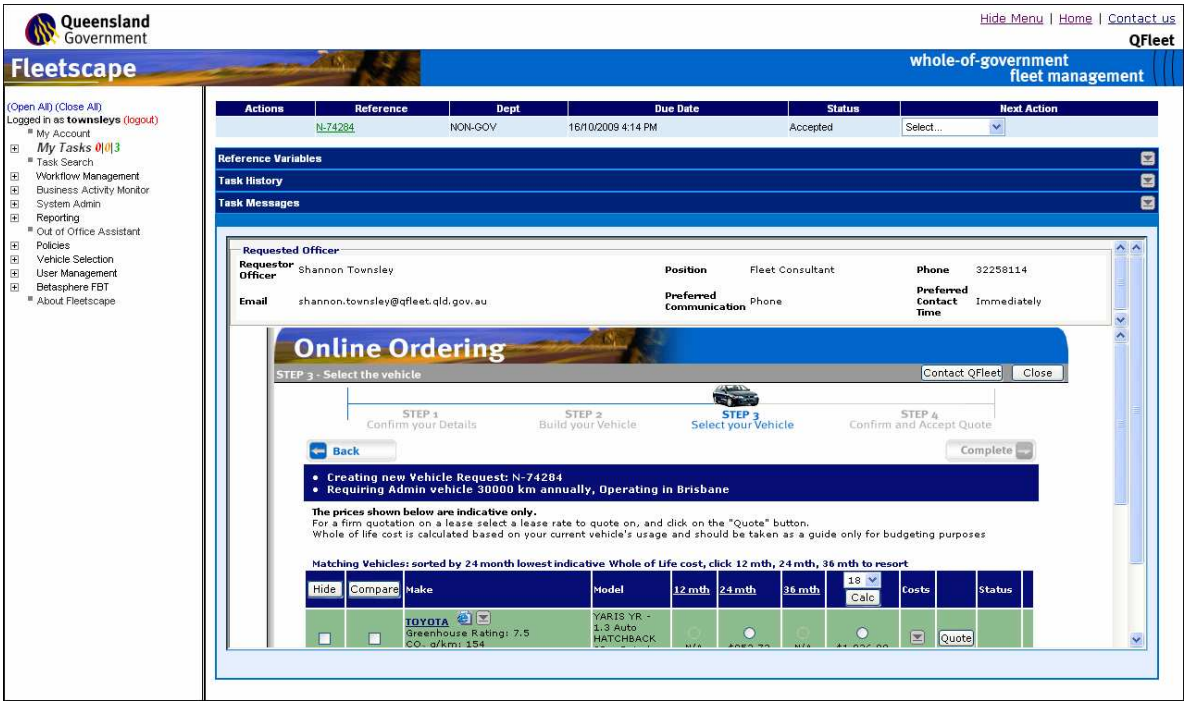
The Client will receive the following message:

http://www.fleetscape.qfleet.qld.gov.au - QFleet Common Desktop Environment - Microsoft Internet Explorer
Online Ordering
Return to List
Contact My QFleet Fleet Consultant
Your request has been submitted. A QFleet consultant will contact you shortly to provide some assistance.

The Fleet Consultant will receive an *Online Ordering Collaboration* task and *accept* the task:

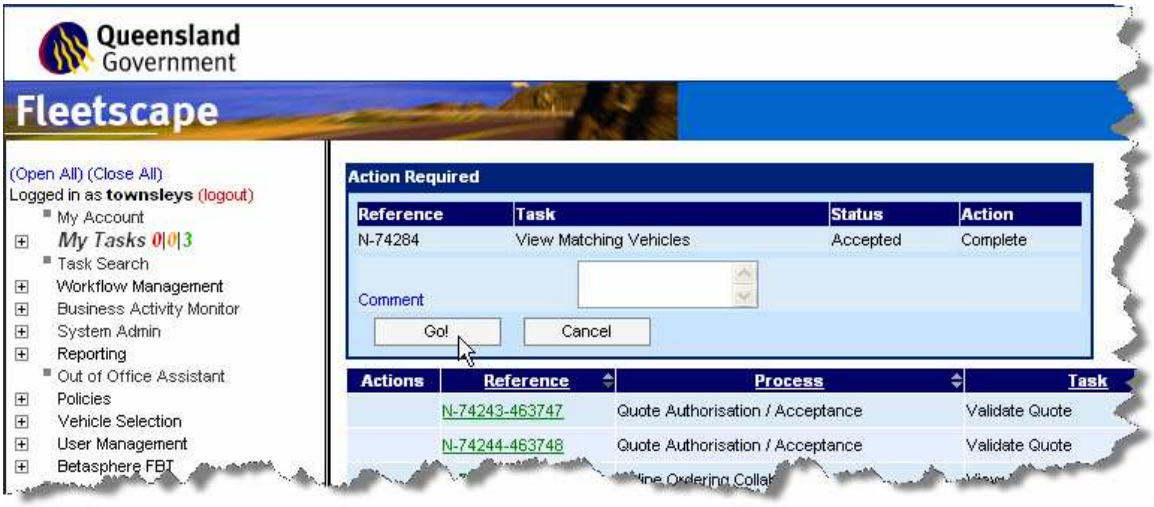


To view the Client's issue, click on the *Reference* number. You can identify where the Client is requiring assistance and guide them through completing their quote.



You are required to complete the task to remove it from your task list. Click on the down arrow in the *Next Action* field and select *Complete*.

The following screen will display. Click on the *Go* button to remove the task from your Workflow list:



Validate Quote – QFleet Fleet Client Services

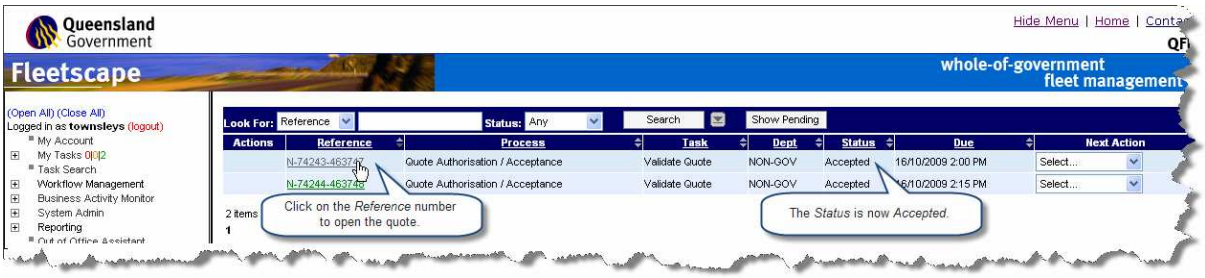
All quotes are validated by QFleet to ensure that the vehicle is compliant and the quote is correct before being submitted to L1 and or L2 for authorisation. If there are any queries, the Fleet Consultant or Fleet Administrator contacts the Client Ordering Officer.

Fleet Client Service Branch staff review Workflow tasks that have been allocated to them. The task will display as *Validate Quote.*

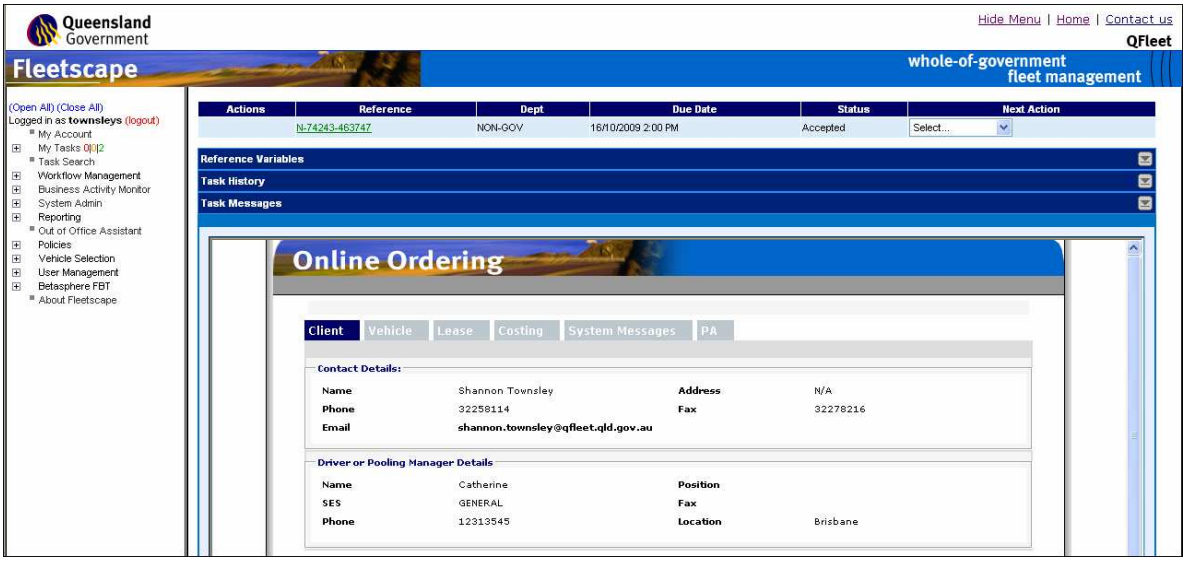
Queensland Government
Hide Menu | Home | Contact us
Fleetscape
whole-of-government fleet management
(Open All) (Close All)
Logged in as townsleys (logout)
My Account
My Tasks 0|0|2
Task Search
Workflow Management
Business Activity Monitor
System Admin
Reporting
Out of Office Assistant
Look For: Reference
Status: Any
Search
Show Pending
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Allocated | 16/10/2009 2:00 PM | Select...
N-74244-463748 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Allocated | 16/10/2009 2:15 PM | Select...
2 items found, displaying all items.
1

Validate Quote Workflow tasks are allocated to the appropriate Portfolio team. Click on the drop down arrow on the *Next Action* field and select *Acquire*. The *Status* will change to *Accepted*.

Click on the *Reference Number* to open the quote details.

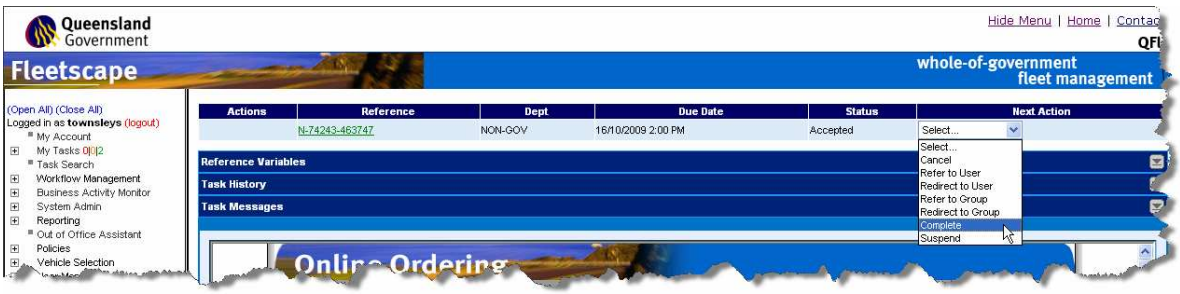

Queensland Government
Hide Menu | Home
Fleetscape
whole-of-government fleet management
Look For: Reference
Status: Any
Search
Show Pending
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:00 PM | Select...
N-74244-463748 | Quote Authorisation / Acceptance | Validate Quote | NON-GOV | Accepted | 16/10/2009 2:15 PM | Select...
Click on the Reference number to open the quote.
The Status is now Accepted.

The following screen displays:



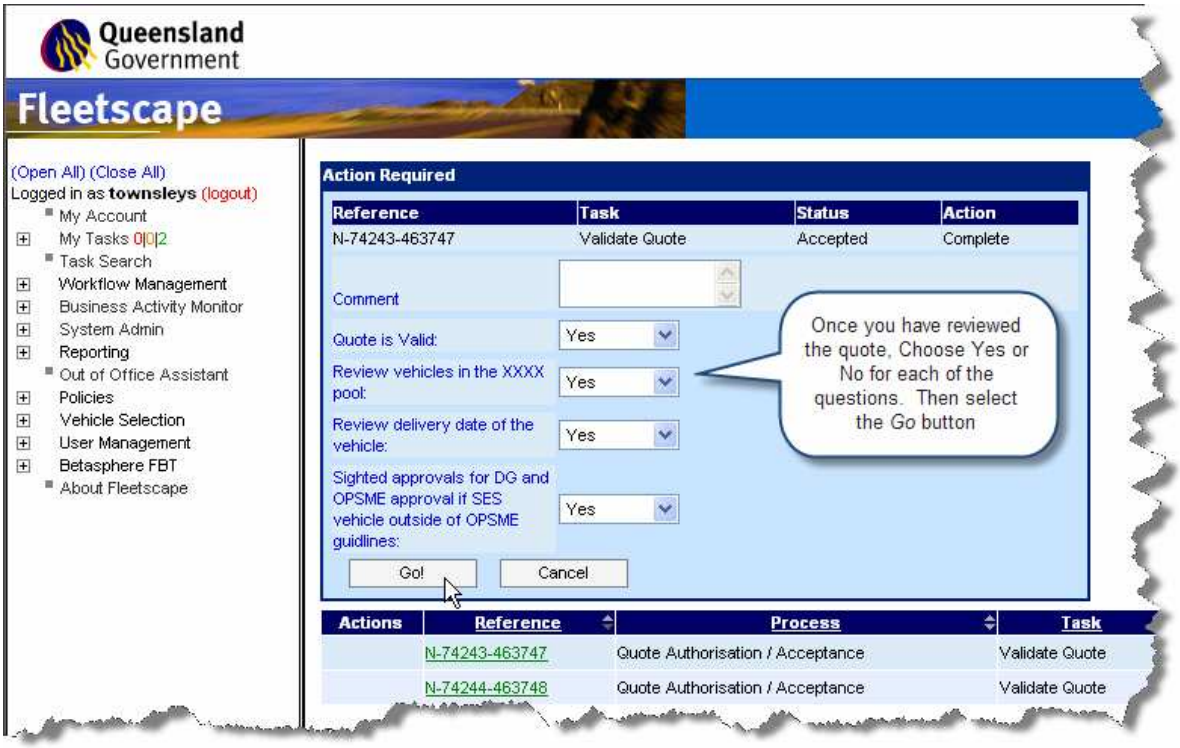
Check all details on the screen by clicking on each of the tab headings.

You are now required to complete the task to remove if from your task list. Click on the *Next Action* column and select *Complete*:



The following box will display. If the quote is valid and compliant, select *Yes* for each of the questions asked. Click on the *Go* button and the task will move from your Workflow list to the Level 1 Authorisation Officer. The quote will not proceed unless all answers are Yes.

Make any notes if required e.g. to advise the FPO team that the vehicle is required ASAP and must be sourced for delivery.



Authorisation of Vehicle Requests – Client

Government Agencies can have Level One (L1) Authorising Officers and Level Two (L2) Authorising Officers. L2 Authorising Officers are not mandatory for all agencies.

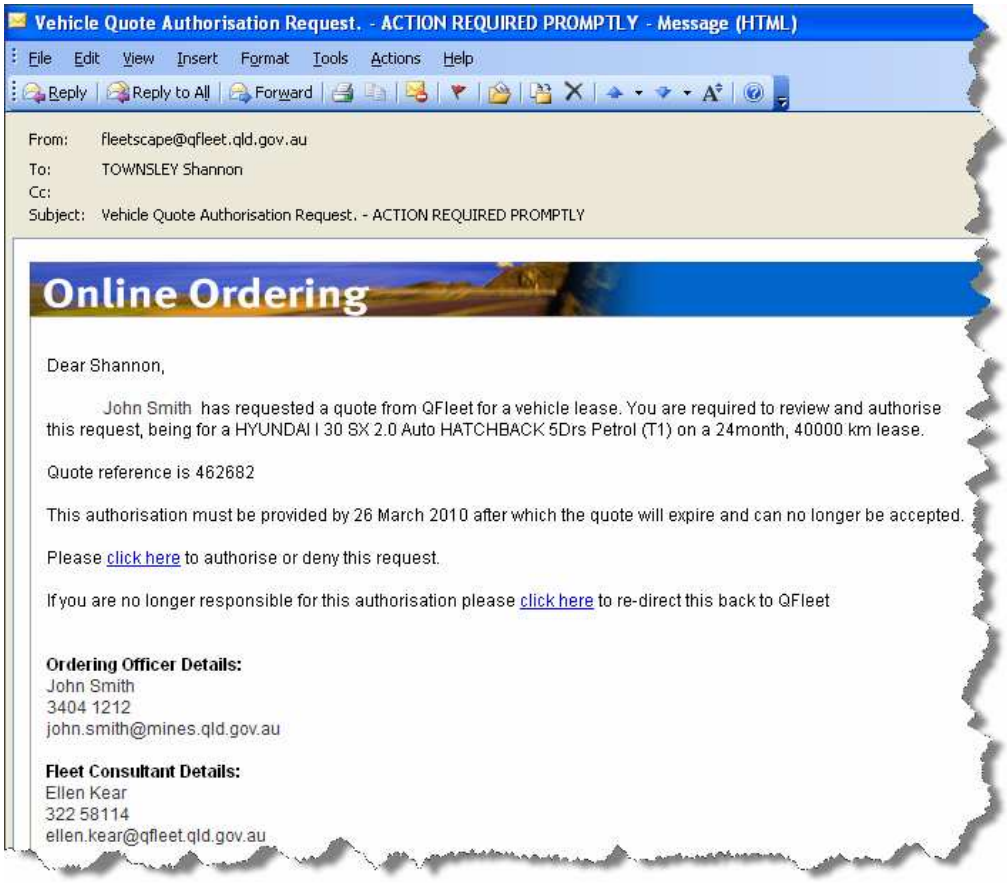
The information contained in these instructions applies to both levels of Authorising Officers.

There are two ways to complete Authorisations:
- Option One - Receive a Fleetscape Authorisation email (Automated).
- Option Two - Log in to Fleetscape (Manual).

Option One

1. Receiving the Fleetscape authorisation email

Authorising Officers receive an email generated from Fleetscape Workflow advising a request for a vehicle replacement or new vehicle requires authorisation. The email contains a link to the task. Click on this link to be directed to Fleetscape:


Vehicle Quote Authorisation Request. - ACTION REQUIRED PROMPTLY - Message (HTML)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From: fleetscape@qfleet.qld.gov.au
To: TOWNSLEY Shannon
Cc:
Subject: Vehicle Quote Authorisation Request. - ACTION REQUIRED PROMPTLY
Online Ordering
Dear Shannon,
John Smith has requested a quote from QFleet for a vehicle lease. You are required to review and authorise this request, being for a HYUNDAI I 30 SX 2.0 Auto HATCHBACK 5Drs Petrol (T1) on a 24month, 40000 km lease.
Quote reference is 462682
This authorisation must be provided by 26 March 2010 after which the quote will expire and can no longer be accepted.
Please click here to authorise or deny this request.
If you are no longer responsible for this authorisation please click here to re-direct this back to QFleet
Ordering Officer Details:
John Smith
3404 1212
john.smith@mines.qld.gov.au
Fleet Consultant Details:
Ellen Kear
322 58114
ellen.kear@qfleet.qld.gov.au

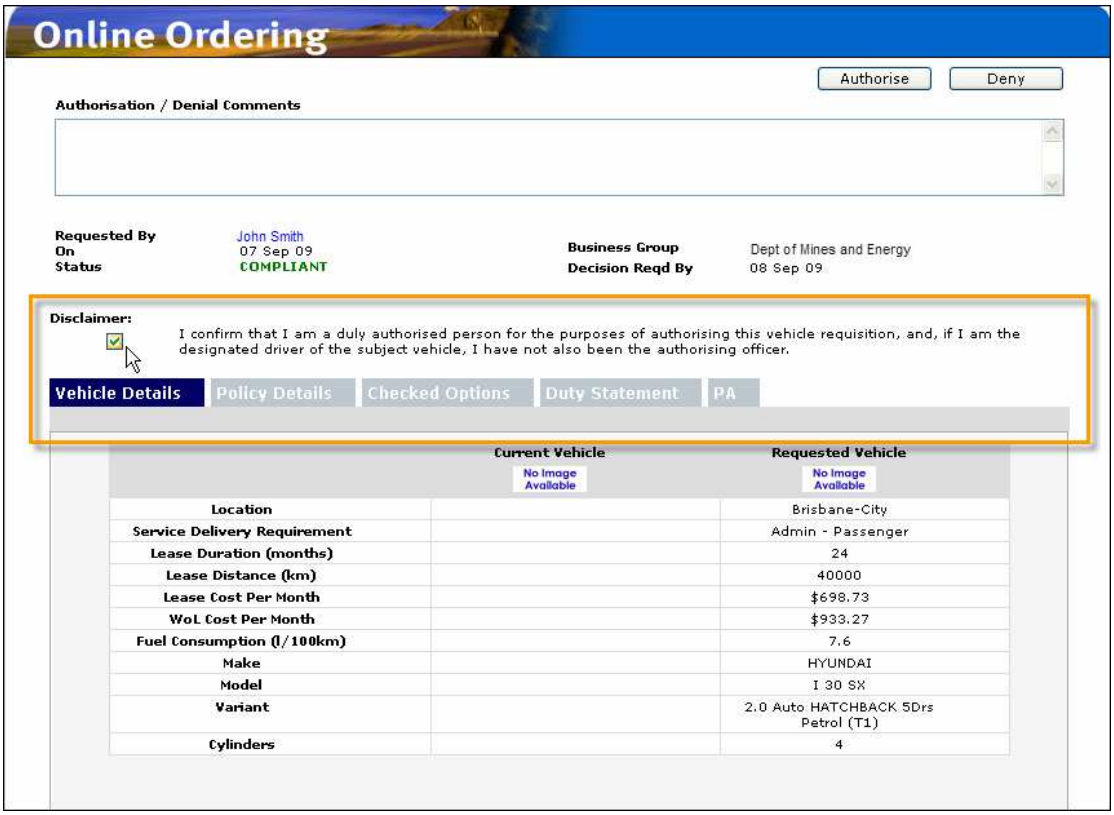
2. Logon to Fleetscape

The Fleetscape login screen displays. Enter your Fleetscape *Username* and *Password*, click on *Logon* to open Fleetscape:

3. Confirm vehicle details

The *Online Ordering* screen displays. This screen provides all the information to view the vehicle to be ordered:

- Click on each tab heading to view more information about the vehicle order.
- Once you have checked the vehicle details and agree to the vehicle quote, place a tick in the *Disclaimer* box.



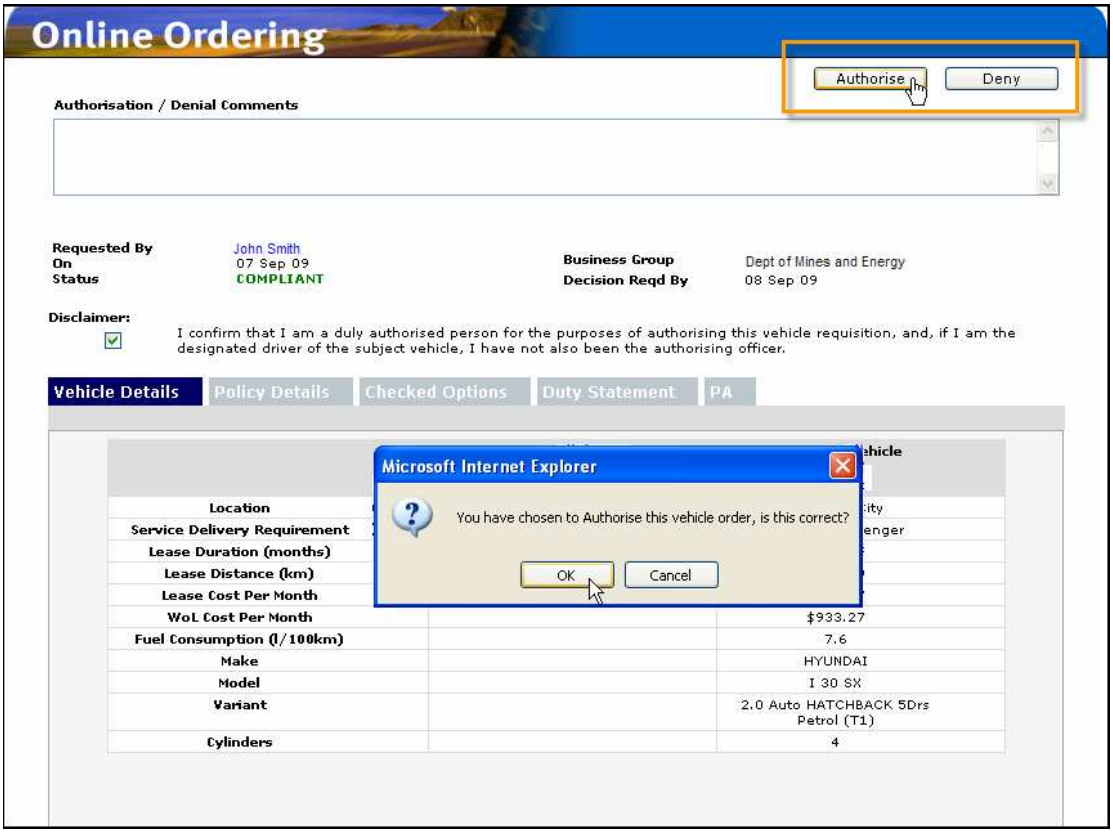
4. Authorise or Deny the vehicle order

You now need to *Authorise* or *Deny* the vehicle:

- Click on either of the buttons at the top of the vehicle screen.

Notes explaining you reason to deny or authorise the quote can be added into the *Authorisation/Denial Comments* box.

When the *Authorise* button is selected a warning box displays to confirm your selection. The same will apply if you *Deny* the vehicle. If you *Deny* the quote you are required to enter note explaining your reason.



5. Authorisation confirmed

Fleetscape will display a confirmation message if the vehicle quote has been authorised correctly. The authorisation process is now complete and the task will be removed from your task list.

Online Ordering
This Vehicle Requisition has been Authorised.
Authorise
Deny
Reason
Requested By
On
Status
John Smith
07 Sep 09
COMPLIANT
Business Group
Decision Reqd By
Dept of Mines and Energy
08 Sep 09
Disclaimer:
I confirm that I am a duly authorised person for the purposes of authorising this vehicle requisition, and, if I am the designated driver of the subject vehicle, I have not also been the authorising officer.

6. Where does the task go?

Fleetscape Workflow will automatically forward an email with a link to the next Authorising Officer if required.

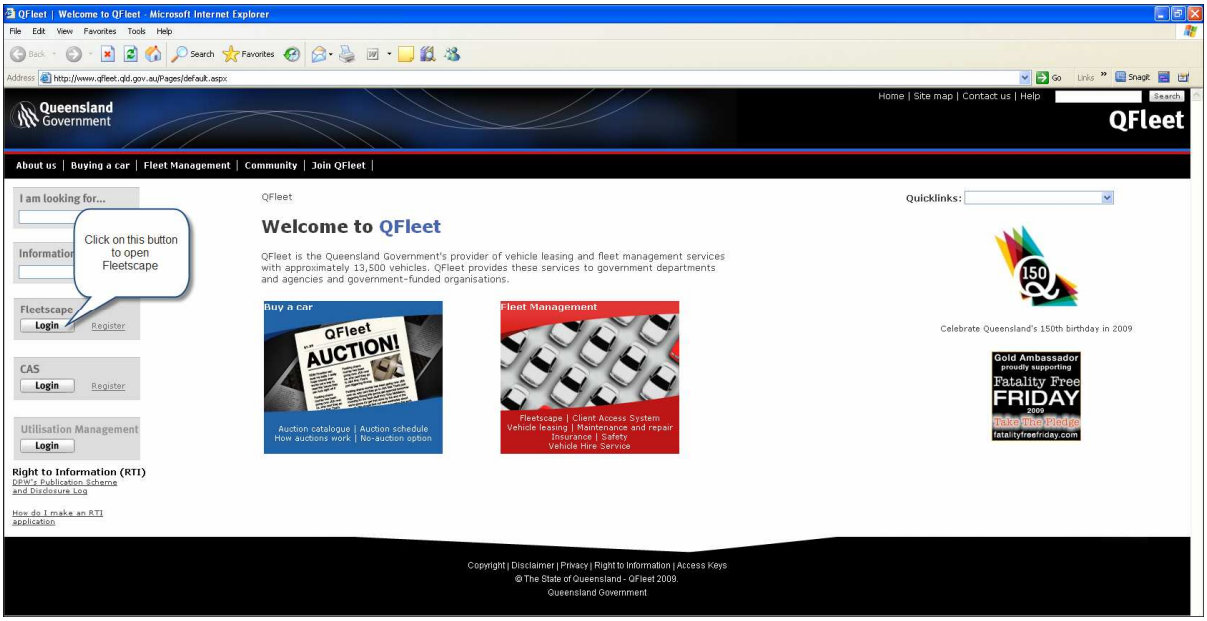
Once the order request has been authorised, workflow will allocate the task to a QFleet Fleet Consultant team to accept the vehicle order, which will then be placed with the vehicle manufacturer based on your specification.

Option Two

1. Log on to Fleetscape

Authorising Officers can log on to Fleetscape and access the tasks allocated to them by Workflow.

Open the QFleet Website www.qfleet.qld.gov.au and click on the Fleetscape Login button.


QFleet | Welcome to QFleet - Microsoft Internet Explorer
Queensland Government
QFleet
About us | Buying a car | Fleet Management | Community | Join QFleet
I am looking for...
Click on this button to open Fleetscape
Fleetscape
Login
Register
CAS
Login
Register
Utilisation Management
Login
Right to Information (RTI)
Welcome to QFleet
QFleet is the Queensland Government's provider of vehicle leasing and fleet management services with approximately 13,500 vehicles. QFleet provides these services to government departments and agencies and government-funded organisations.
Buy a car
Fleet Management
Quicklinks:
Celebrate Queensland's 150th birthday in 2009
Gold Ambassador
Fatality Free
FRIDAY
Take The Pledge
fatalityfreefriday.com
Copyright | Disclaimer | Privacy | Right to Information | Access Keys
© The State of Queensland - QFleet 2009.
Queensland Government

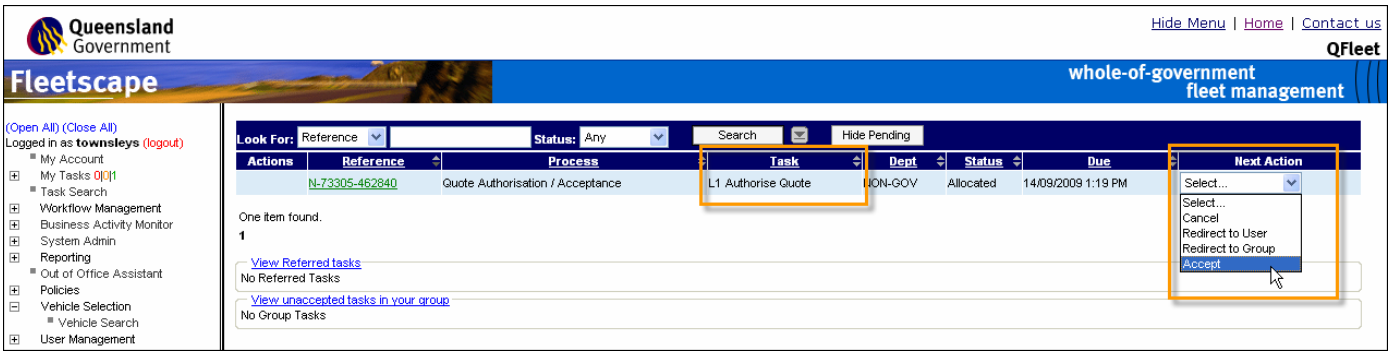
The Fleetscape application opens. Enter your Fleetscape *Login* and *Password*.

2. Check your tasks

Your workflow tasks will display. The *Task* column will provide an explanation why the task was directed to you.

The task needs to be accepted before authorisation can occur:

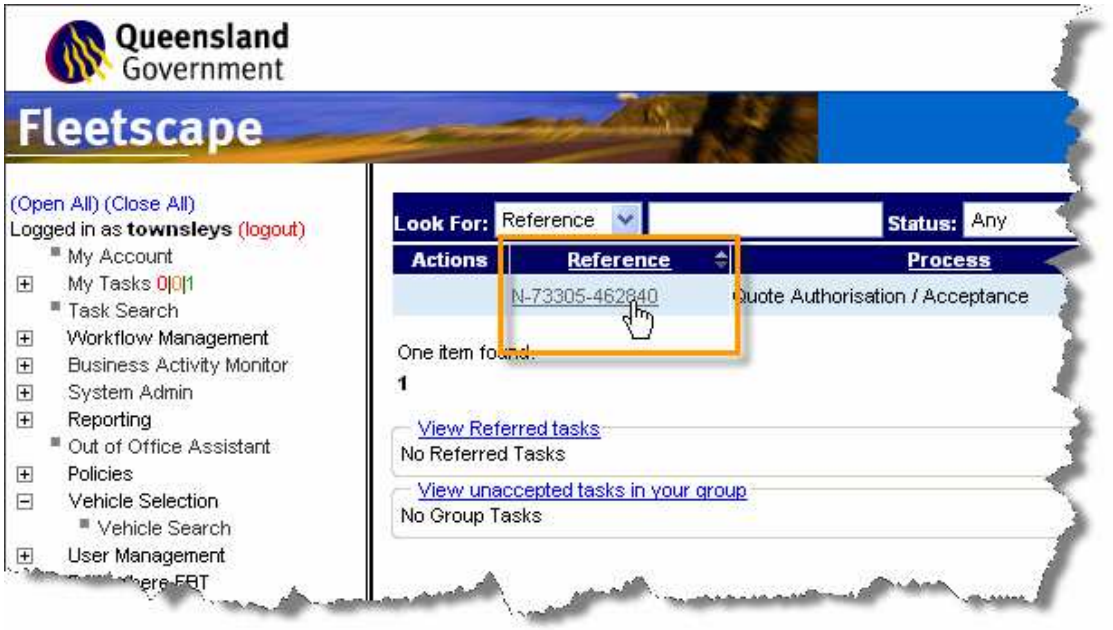
- Click on the *Next Action* column and select *Accept.*



3. Open the vehicle order

Open the vehicle quote to provide authorisation:

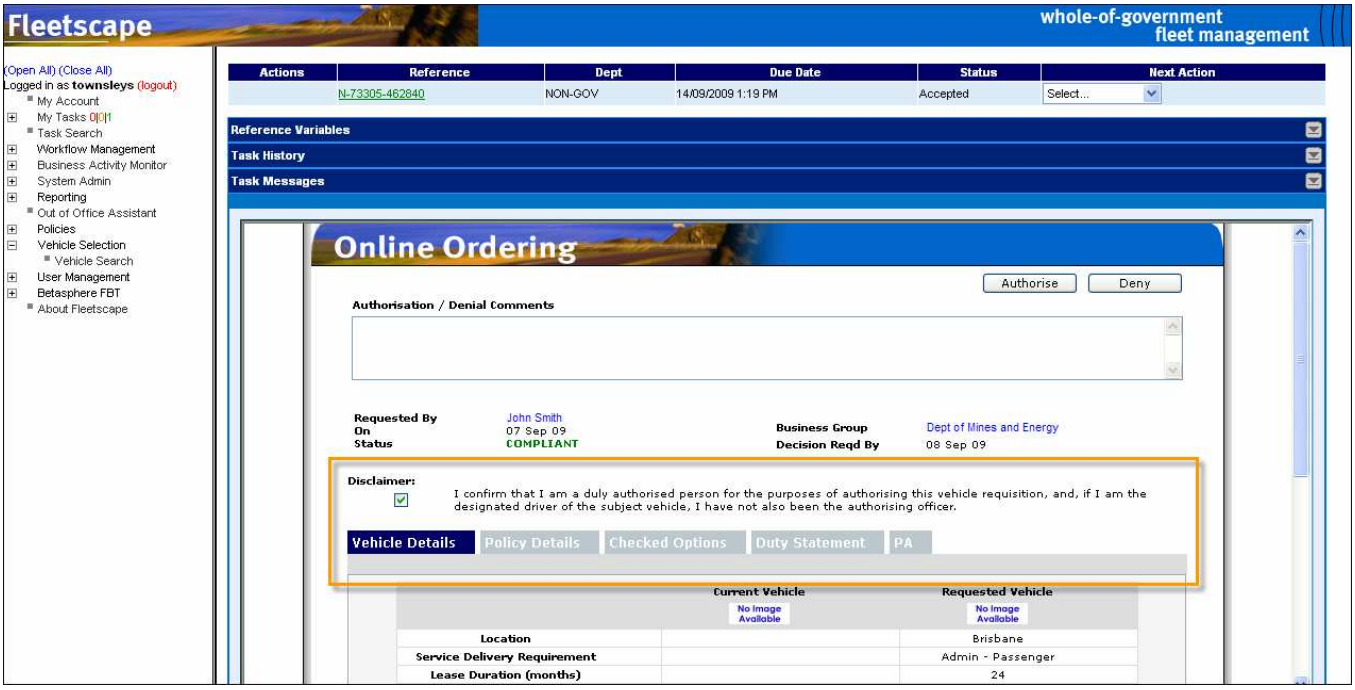
- Click on the quote number in the *Reference* column.



4. Confirm vehicle details

The *Online Ordering* screen displays. This screen provides all the information to view the vehicle to be ordered. Click on each tab heading to view more information about the vehicle order.

Once you have checked the vehicle details and agree to the vehicle order, place a tick in the *Disclaimer* box.



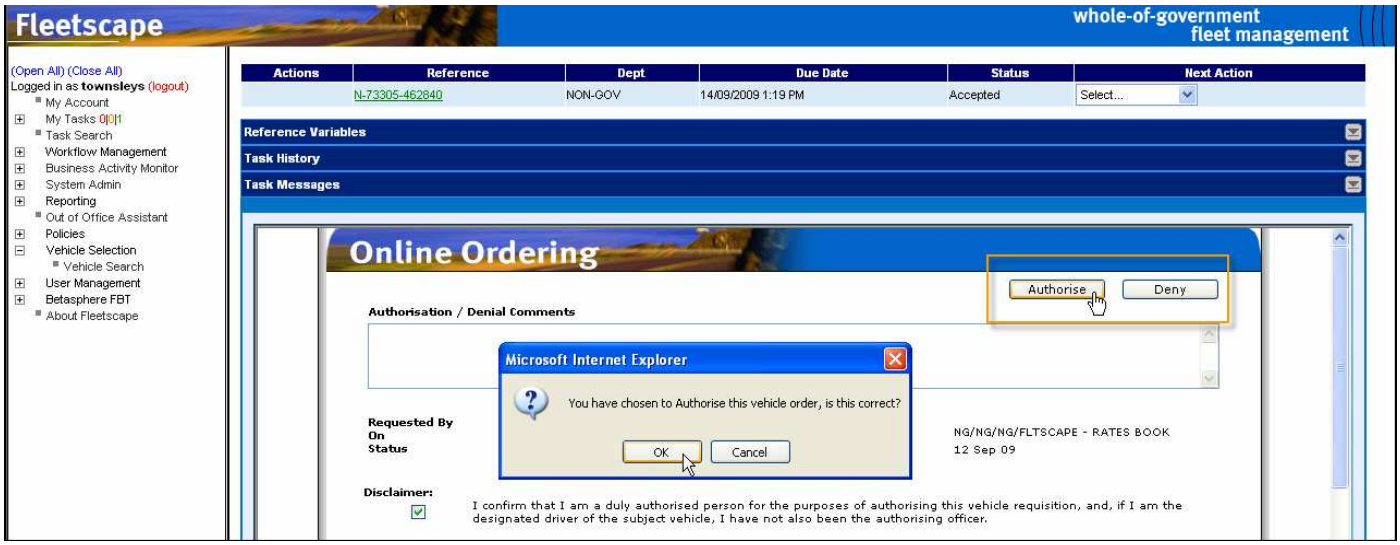
5. Authorise or Deny the vehicle order

You now need to *Authorise* or *Deny* the vehicle:

- Click on either of the buttons at the top of the vehicle screen.

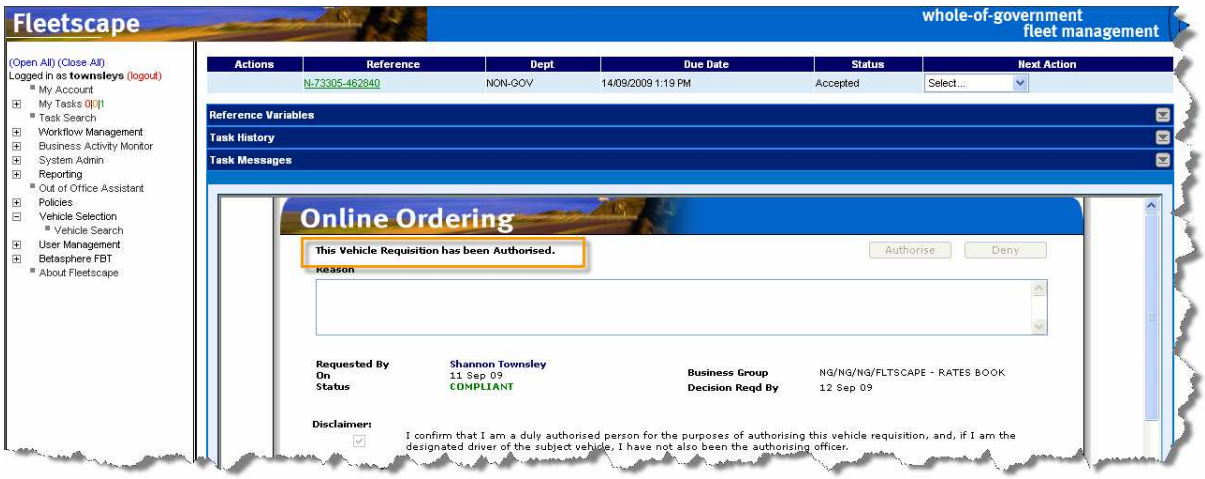
Notes explaining you reason to deny or authorise the quote can be added into the *Authorisation/Denial Comments* box.

When the *Authorise* button is selected a warning box displays to confirm your selection. The same will apply if you *Deny* the vehicle. If you *Deny* the quote you are required to enter note explaining your reason.



6. Authorisation confirmed

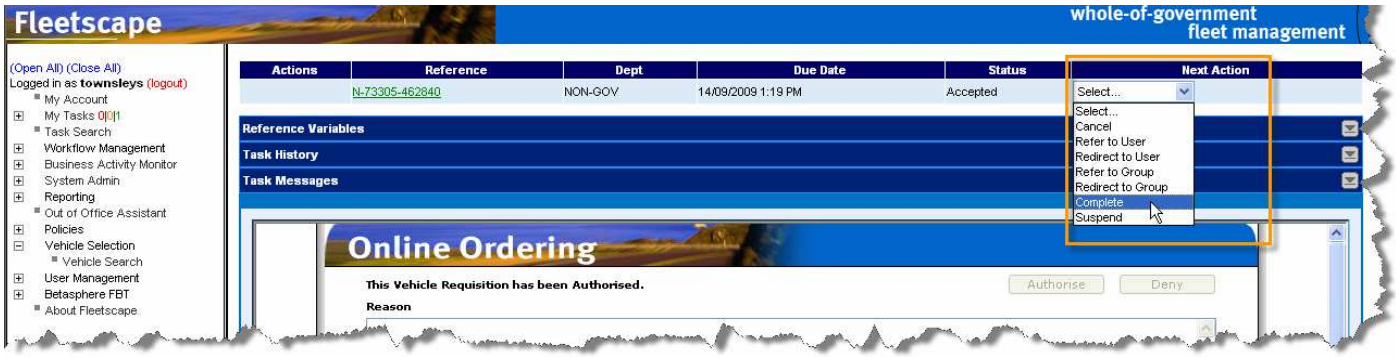
Fleetscape will display a confirmation message if the vehicle quote has been authorised correctly.



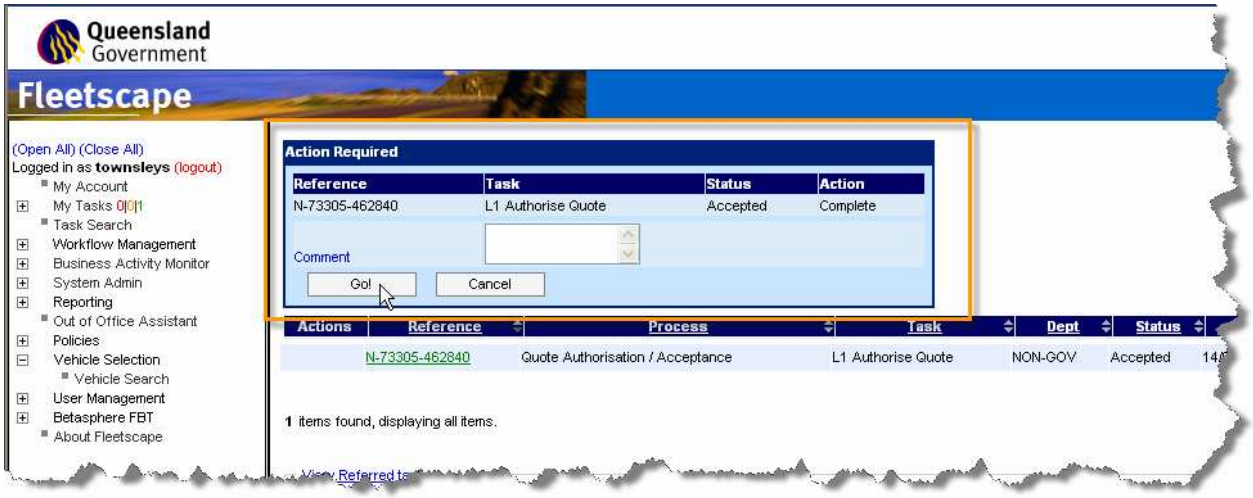
7. Complete the Workflow task

The task needs to be completed in Workflow to allow the automated emails to continue to the next user:

- Click on the *Next Action* column and select *Complete*.

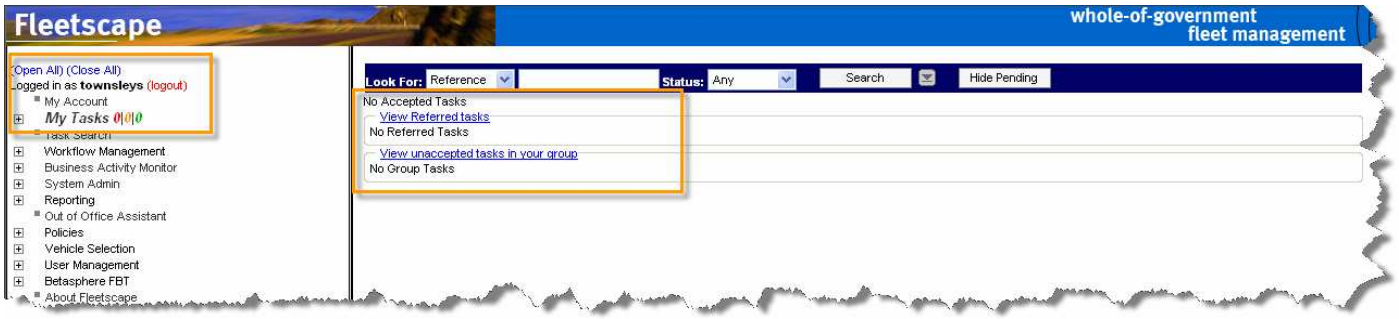


- A warning box will display and *Comments* can be entered if required. If you type a comment in the *Comment* field it will stay in workflow only.
- Click the *Go* button:



8. Where does the task go?

The task is no longer available in your Workflow task list:



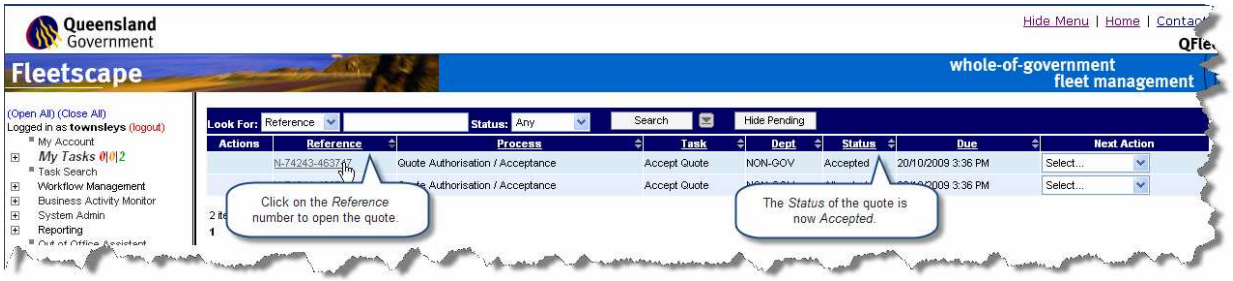
Fleetscape Workflow will automatically forward an email with a link to the next Authorising Officer if required. Workflow will also forward an email to the Vehicle Ordering Officer notifying them the request has been approved.

Once the order request has been authorised, workflow will allocate the task to a QFleet Fleet Consultant team to accept the vehicle order, which will then be placed with the vehicle manufacturer based on your specification.

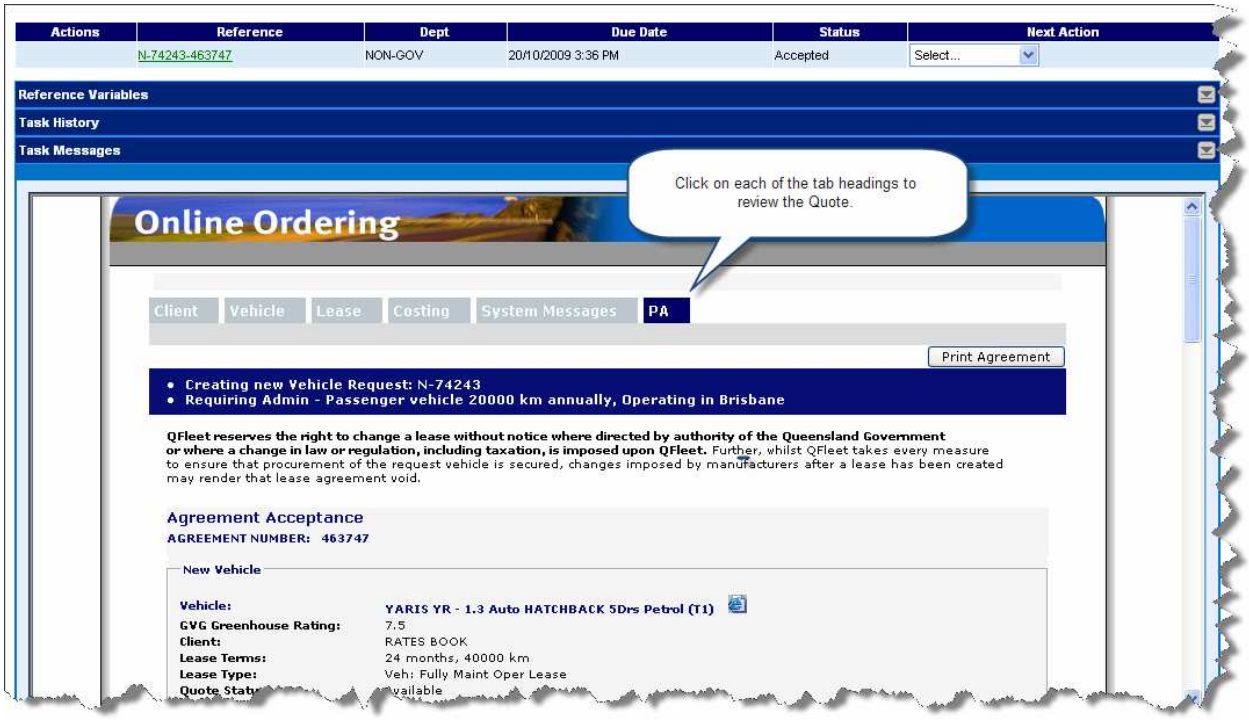
Accept Quote – QFleet Fleet Client Services

QFleet Fleet Client Services team members will review Workflow tasks that have been allocated to them. The task will display as *Accept Quote*.

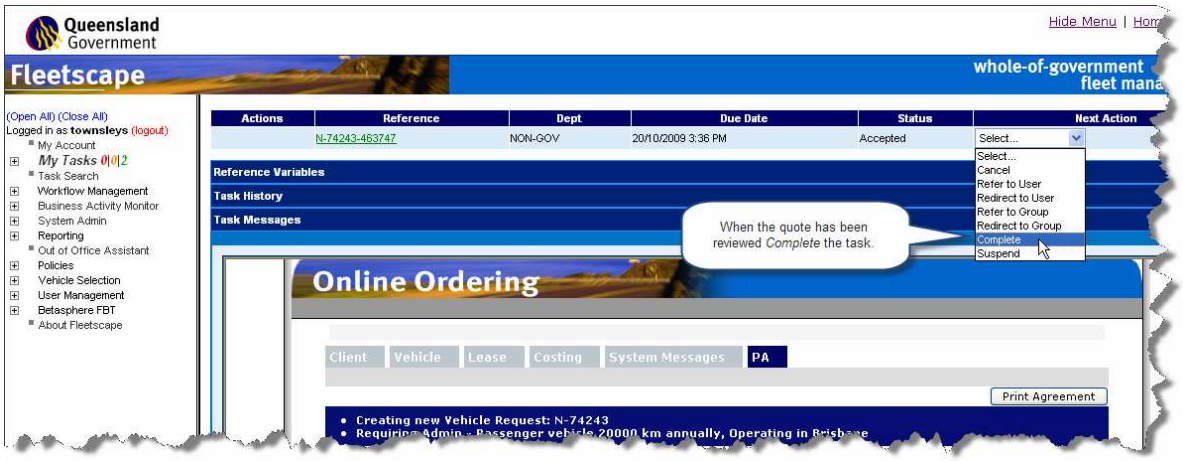
Click on the drop down arrow on the *Next Action* field and select *Accept*. The *Status* will change to *Accepted*. Click on the *Reference Number* to open the quote details.



The vehicle quote details screen opens. Click on each of the tab headings to review the quote.

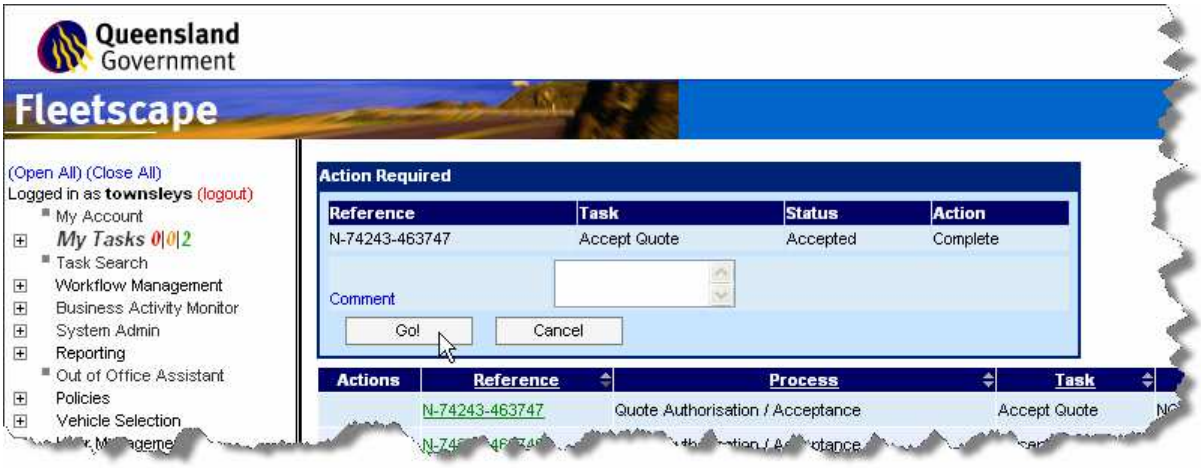

Actions
Reference
Dept
Due Date
Status
Next Action
N-74243-463747
NON-GOV
20/10/2009 3:36 PM
Accepted
Select...
Reference Variables
Task History
Task Messages
Click on each of the tab headings to review the Quote.
Online Ordering
Client
Vehicle
Lease
Costing
System Messages
PA
Print Agreement
Creating new Vehicle Request: N-74243
Requiring Admin - Passenger vehicle 20000 km annually, Operating in Brisbane
QFleet reserves the right to change a lease without notice where directed by authority of the Queensland Government or where a change in law or regulation, including taxation, is imposed upon QFleet. Further, whilst QFleet takes every measure to ensure that procurement of the request vehicle is secured, changes imposed by manufacturers after a lease has been created may render that lease agreement void.
Agreement Acceptance
AGREEMENT NUMBER: 463747
New Vehicle
Vehicle:
YARIS YR - 1.3 Auto HATCHBACK 5Drs Petrol (T1)
GVG Greenhouse Rating:
7.5
Client:
RATES BOOK
Lease Terms:
24 months, 40000 km
Lease Type:
Veh: Fully Maint Oper Lease

You are now required to complete the task to remove it from your task list:



The following screen displays. Click on the *Go* button to remove the task from your Workflow list.

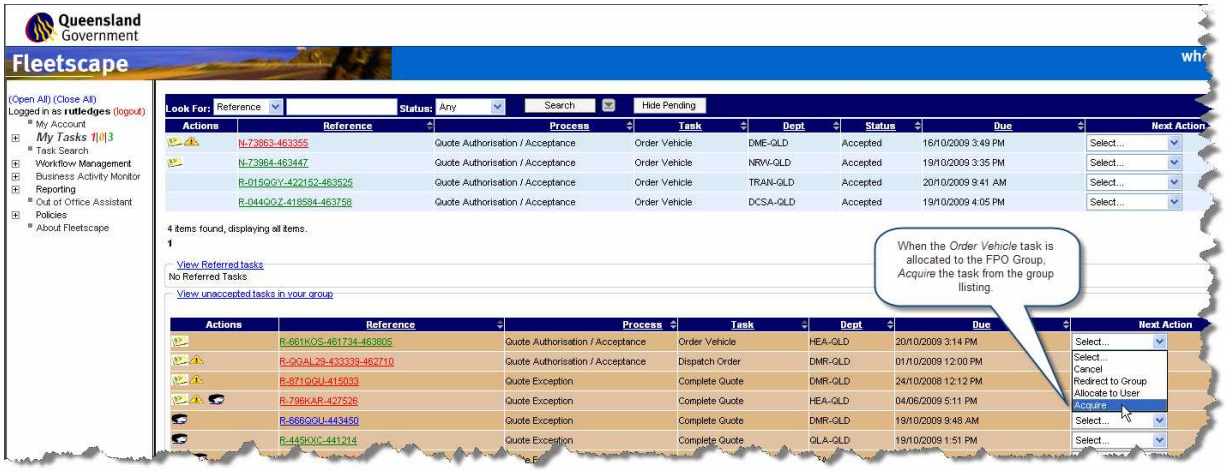
The vehicle quote needs to be accepted in Kerridge.



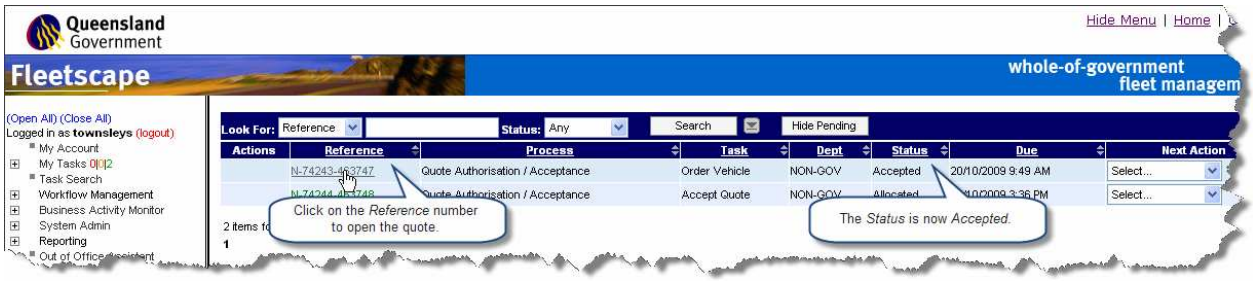
Order Vehicle – QFleet Fleet Purchasing Officers

QFleet Fleet Purchasing Officers will review Workflow tasks that have been allocated to them. The task will display as *Order Vehicle.*

The Fleet Purchasing Officers (FPO) are set up as a group. All *Order Vehicle* tasks are sent to the FPO Group. Each FPO will acquire *Order Vehicle* tasks from the group tasks as required. Accept the task by clicking on the down arrow in the *Next Action* column and select *Acquire*:



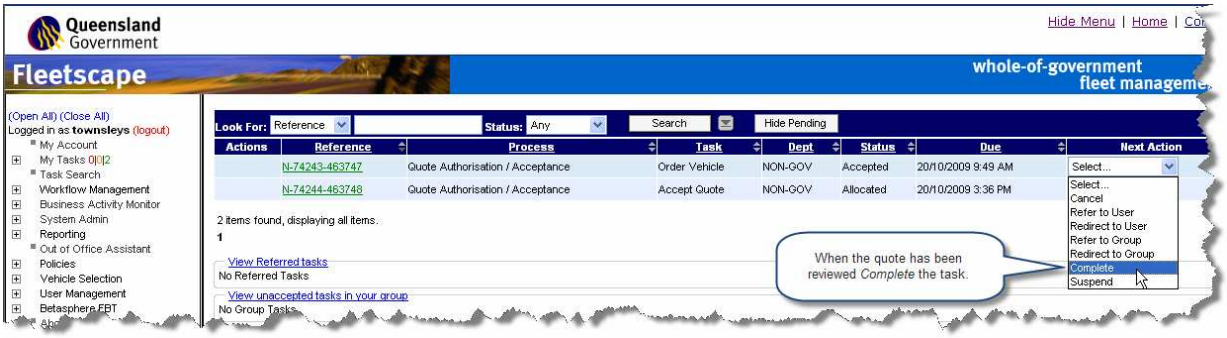
The *Task* will be *Order Vehicle* and the *Status* will be *Accepted*. Click on the *Reference Number* to open the vehicle to be ordered details.


Queensland Government
Fleetscape
Hide Menu | Home
whole-of-government fleet managem
Click on the Reference number to open the quote.
The Status is now Accepted.

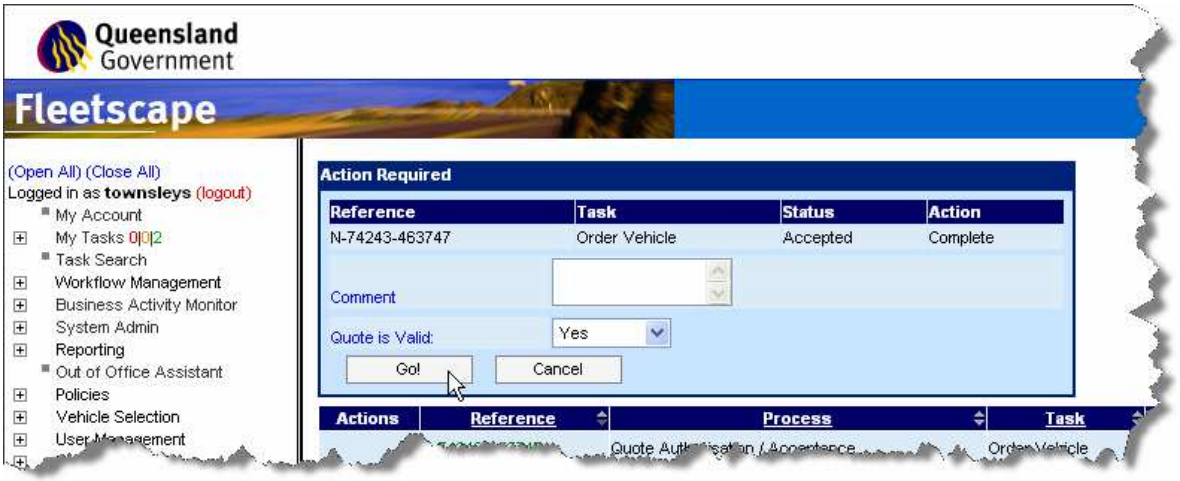
The vehicle quote details screen opens. Click on each of the tab headings to review the quote:

You are now required to *Complete* the task to remove it from your task list.

The vehicle order needs to be created in Kerridge.



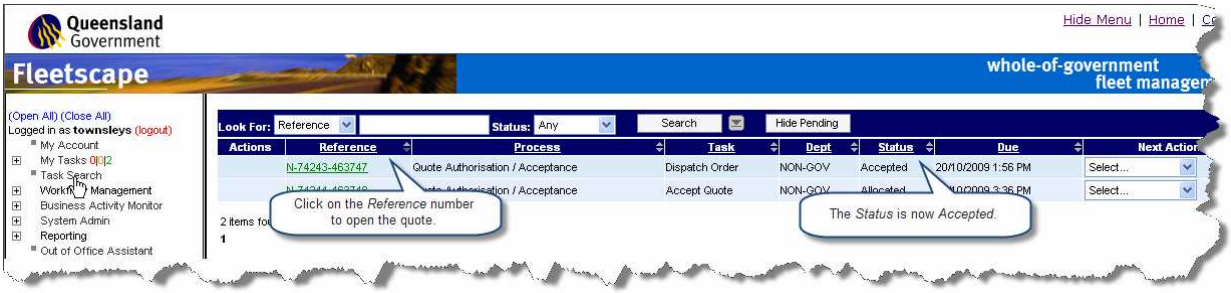
The following screen displays. Click on the *Go* button to remove the task from your Workflow list:



Dispatch Vehicle Order – QFleet Dispatch Officer

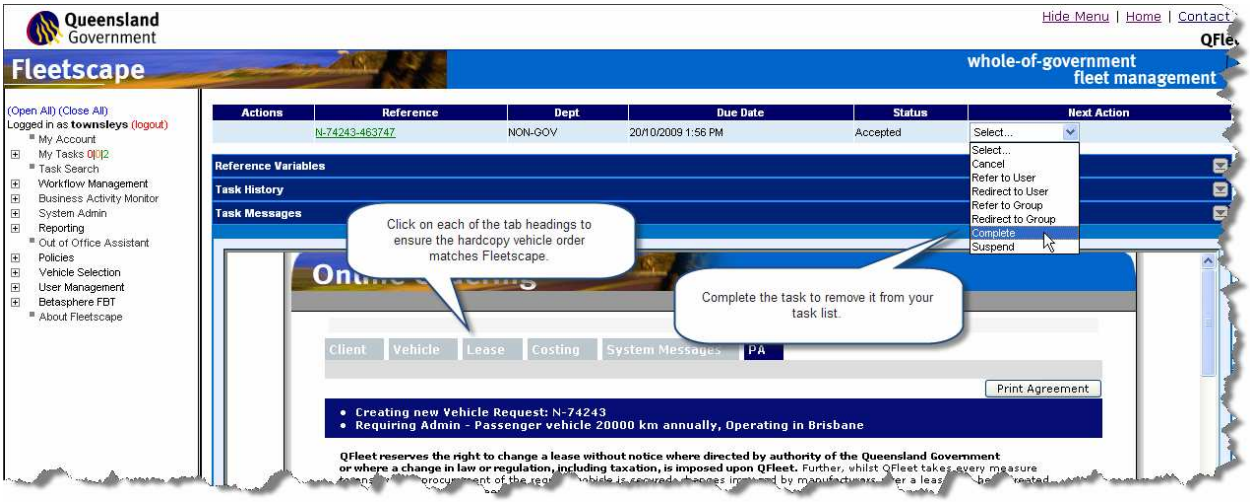
The QFleet Dispatch Officer will review Workflow tasks that have been allocated to them. The task will display as *Dispatch Order*.

The FPO will also supply the hardcopy vehicle order to prior to accepting the Workflow task. To accept the task click on the drop down arrow on the *Next Action* field and select *Accept*. The *Status* will change to *Accepted*. Click on the *Reference Number* to open the vehicle to be ordered details.

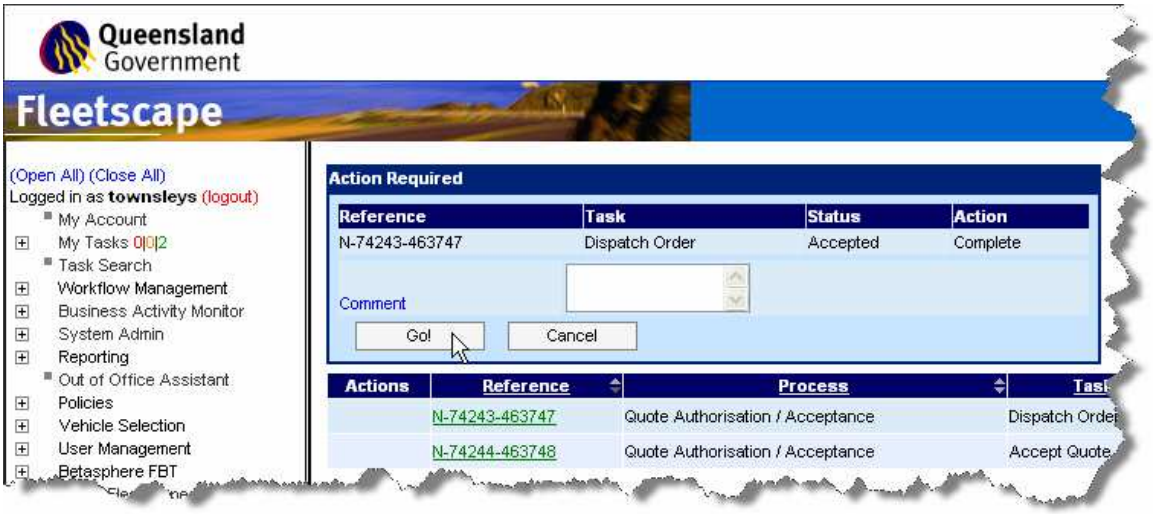


Confirm the hard copy vehicle order matches the Workflow task and then *Complete* the task.

The dispatch date also needs to be updated in Kerridge.


Queensland Government
Fleetscape
whole-of-government fleet management
Hide Menu | Home | Contact
Actions | Reference | Dept | Due Date | Status | Next Action
N-74243-463747
NON-GOV
20/10/2009 1:56 PM
Accepted
Select...
Cancel
Refer to User
Redirect to User
Refer to Group
Redirect to Group
Complete
Suspend
Reference Variables
Task History
Task Messages
Click on each of the tab headings to ensure the hardcopy vehicle order matches Fleetscape.
Complete the task to remove it from your task list.
Client | Vehicle | Lease | Costing | System Messages | PA
Print Agreement
Creating new Vehicle Request: N-74243
Requiring Admin - Passenger vehicle 20000 km annually, Operating in Brisbane
QFleet reserves the right to change a lease without notice where directed by authority of the Queensland Government or where a change in law or regulation, including taxation, is imposed upon QFleet.

The following screen displays. Click on the *Go* button to remove the task from your Workflow list:

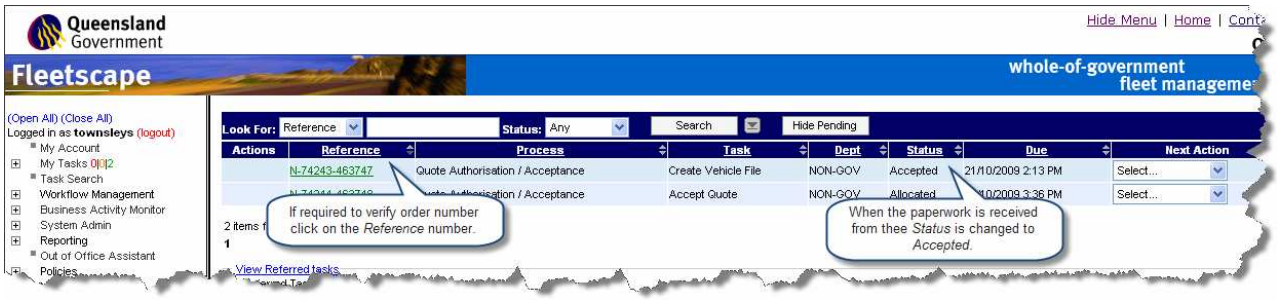


Vehicle File – QFleet Records Management

The Records Officer reviews Workflow tasks that have been allocated to them. The task will display as *Create Vehicle File*.

The Records Officer receives a copy of the vehicle order to prior to accepting the Workflow task. To accept the task click on the drop down arrow on the *Next Action* field and select *Accept*. The *Status* will change to *Accepted*. Click on the *Reference Number* to open the vehicle to be ordered details.

If required click on the *Reference Number* to open the vehicle order details.


Queensland Government
Fleetscape
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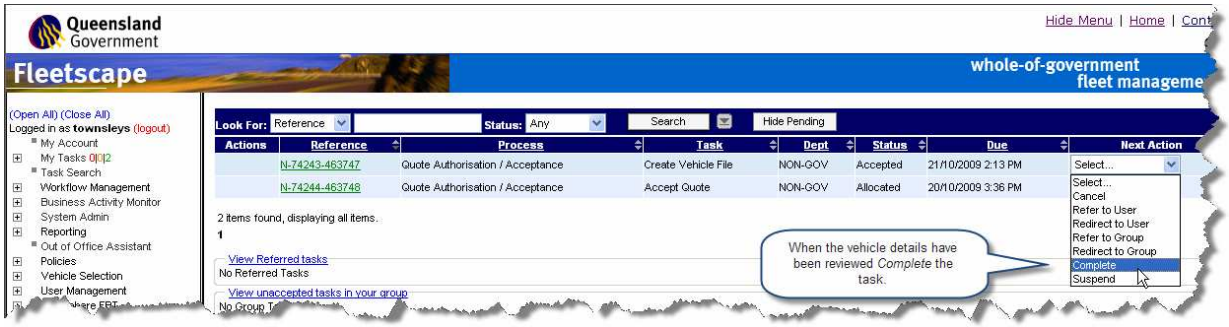
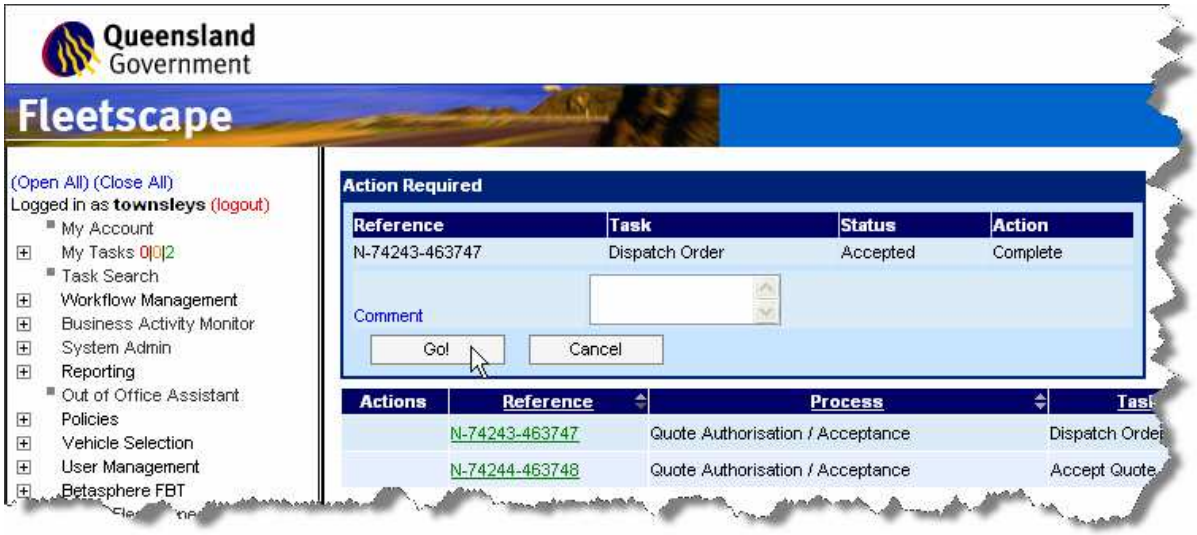
whole-of-government fleet manageme
(Open All) (Close All)
Logged in as townsleys (logout)
My Account
My Tasks 0|0|2
Task Search
Workflow Management
Business Activity Monitor
System Admin
Reporting
Out of Office Assistant
Policies
Look For: Reference
Status: Any
Search
Hide Pending
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Create Vehicle File | NON-GOV | Accepted | 21/10/2009 2:13 PM | Select...
Accept Quote | NON-GOV | Allocated | Select...
If required to verify order number click on the Reference number.
When the paperwork is received from thee Status is changed to Accepted.
View Referred tasks

Complete the workflow task by clicking on the drop down arrow on the *Next Action* field and select *Complete*:


Queensland Government
Fleetscape
Hide Menu | Home
whole-of-government fleet manageme
(Open All) (Close All)
Logged in as townsleys (logout)
Look For: Reference
Status: Any
Search
Hide Pending
Actions | Reference | Process | Task | Dept | Status | Due | Next Action
N-74243-463747 | Quote Authorisation / Acceptance | Create Vehicle File | NON-GOV | Accepted | 21/10/2009 2:13 PM
N-74244-463748 | Quote Authorisation / Acceptance | Accept Quote | NON-GOV | Allocated | 20/10/2009 3:36 PM
Select...
Cancel
Refer to User
Redirect to User
Refer to Group
Redirect to Group
Complete
Suspend
2 items found, displaying all items.
View Referred tasks
No Referred Tasks
View unaccepted tasks in your group
When the vehicle details have been reviewed Complete the task.

The following screen displays. Click on the *Go* button to remove the task from your Workflow list:

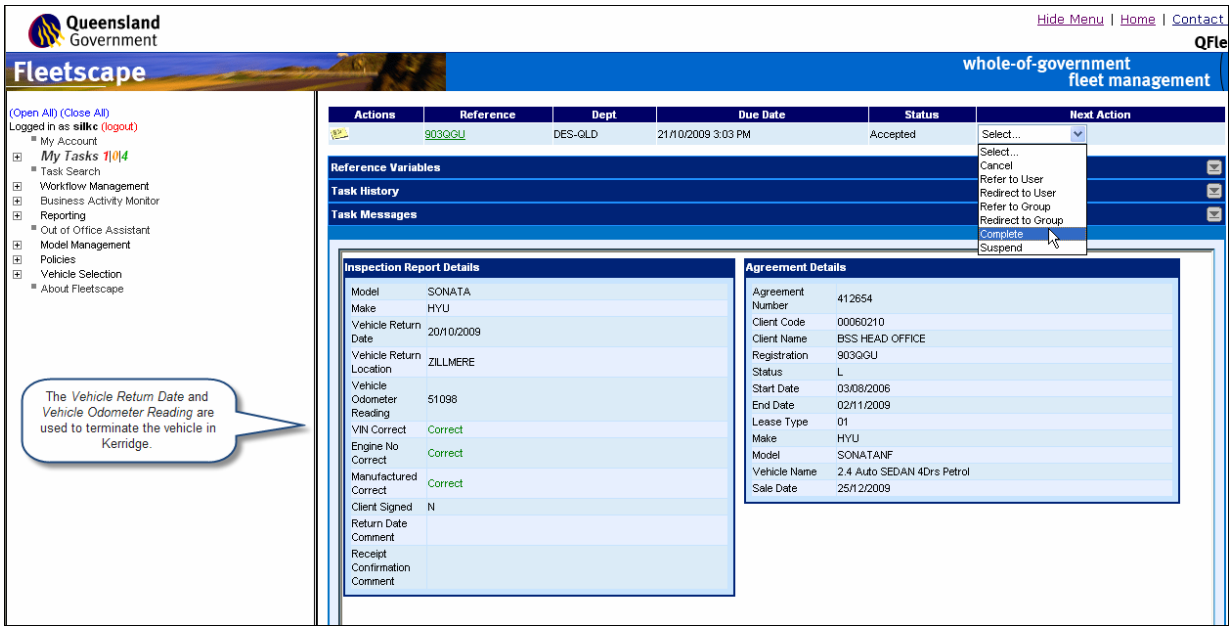


Terminate Agreement – QFleet

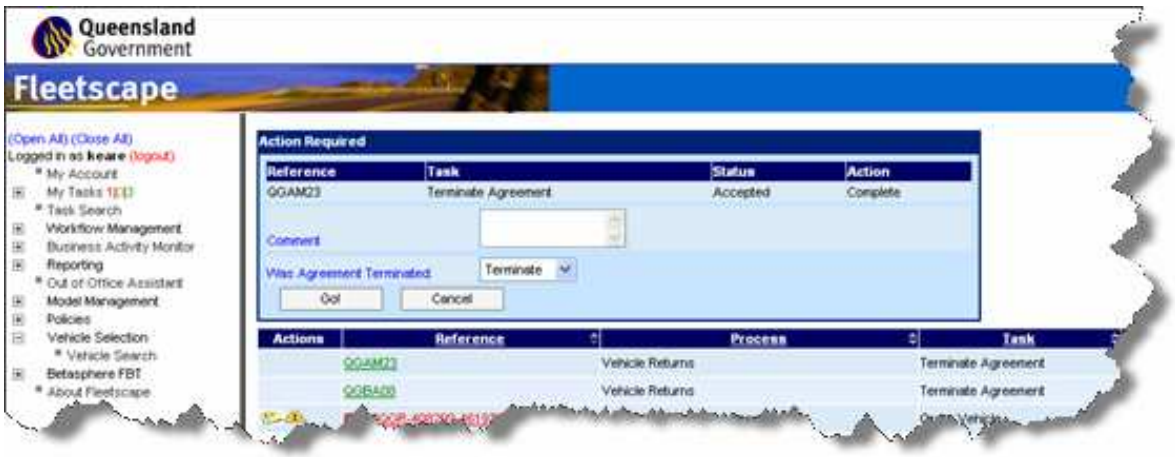
The Fleet Consultant will review Workflow tasks that have been allocated to them. The task will display as *Terminate Agreement*. This task has been generated by the Return Agent receiving a vehicle return.

Click on the drop down arrow on the *Next Action* field and select *Accept*. The *Status* will change to *Accepted*. Click on the *Reference Number* to view the *Inspection Returned Details*.

Complete the workflow task by clicking on the drop down arrow on the *Next Action* field and select *Complete.*



The following screen displays. Click on the *Go* button to remove the task from your Workflow list:



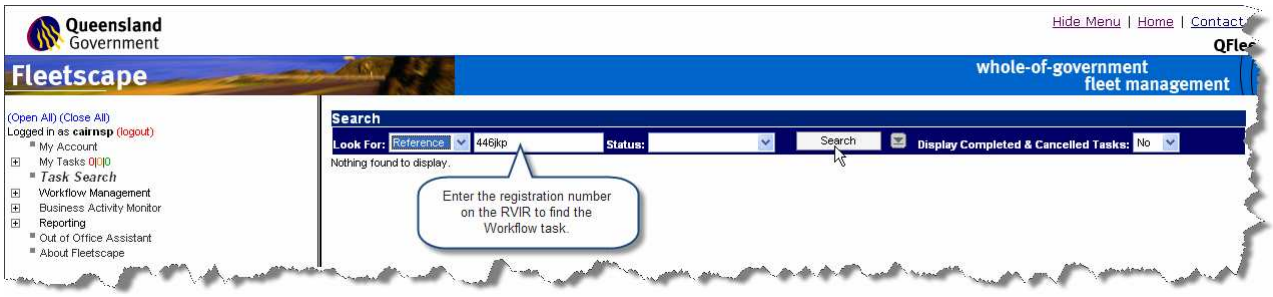
The vehicle also needs to be terminated in Kerridge.

File RVIR - QFleet

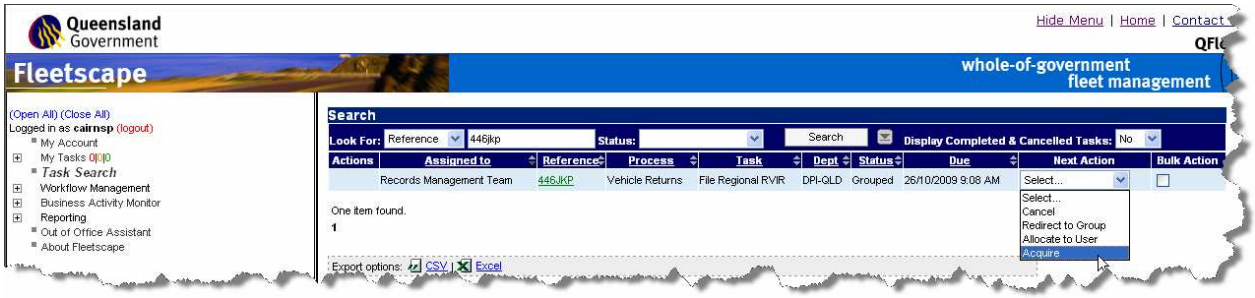
The Records Officer reviews Workflow tasks that have been allocated to them. The task will display as *File RVIR*.

The Records Officer does not action anything in Workflow until a hardcopy Returned Vehicle Inspection Report (RVIR) is supplied to them.

When the RVIR is received perform a search in Fleetscape to find the workflow task.
Click on the *Task Search* menu item, change the *Look For* search enquiry to Reference and enter the registration number on the RVIR.

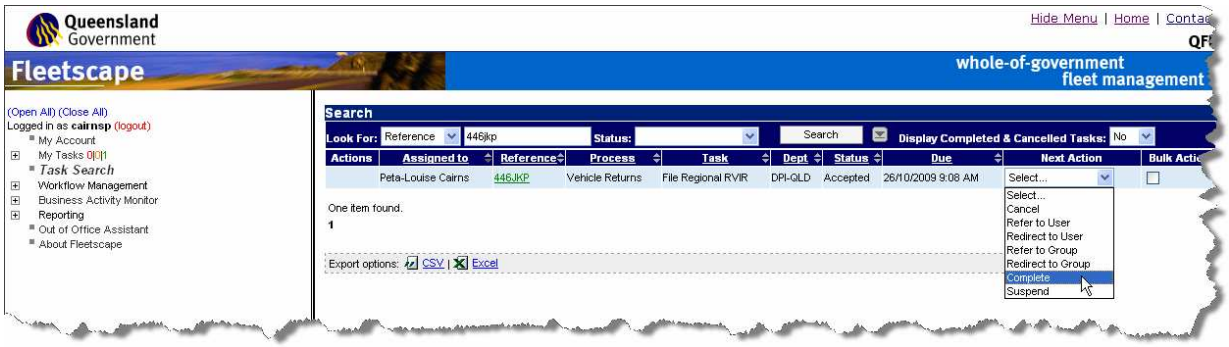


The task will display. Click on the drop down arrow on the *Next Action* field and select *Acquire*:

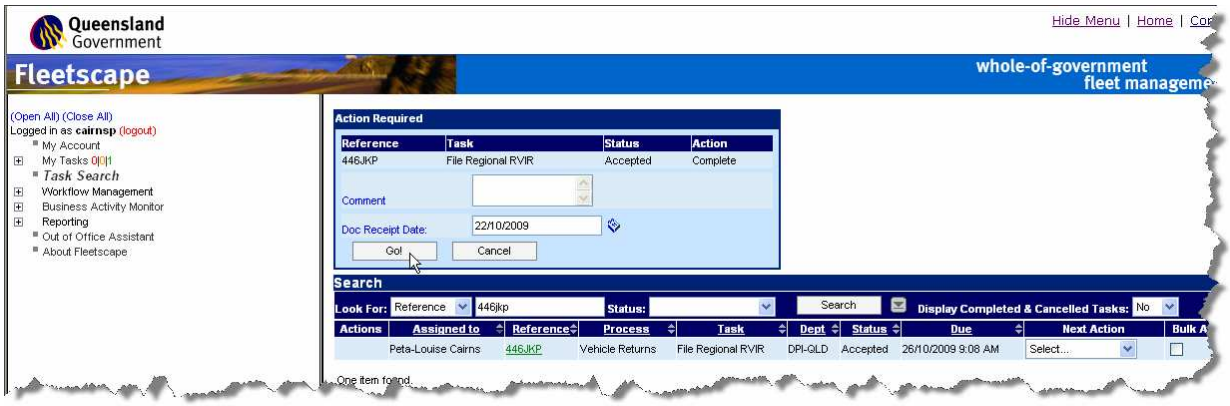

Queensland Government
Fleetscape
whole-of-government fleet management
Hide Menu | Home | Contact
Search
Look For: Reference 446jkp Status: Search Display Completed & Cancelled Tasks: No
Actions | Assigned to | Reference | Process | Task | Dept | Status | Due | Next Action | Bulk Action
Records Management Team 446JKP Vehicle Returns File Regional RVIR DPI-QLD Grouped 26/10/2009 9:08 AM
Select...
Select...
Cancel
Redirect to Group
Allocate to User
Acquire
One item found.
1
Export options: CSV | Excel

The task has now been assigned to you. If you need to verify the hardcopy RVIR with the Workflow task click on the *Reference Number* to open the *Inspection Report Details*.

Complete the workflow task by clicking on the drop down arrow on the *Next Action* field and select *Complete*:


Queensland Government
Fleetscape
whole-of-government fleet management
Hide Menu | Home
Search
Look For: Reference 446jkp Status: Search Display Completed & Cancelled Tasks: No
Actions | Assigned to | Reference | Process | Task | Dept | Status | Due | Next Action
Peta-Louise Cairns 446JKP Vehicle Returns File Regional RVIR DPI-QLD Accepted 26/10/2009 9:08 AM
Select...
Select...
Cancel
Refer to User
Redirect to User
Refer to Group
Redirect to Group
Complete
Suspend
One item found.
1
Export options: CSV | Excel

The following screen displays. If required amend the *Doc Receipt Date*. Click on the *Go* button to remove the task from your Workflow list.



The RVIR needs to be scanned and filed on the vehicle file.